

ITT PROGRAM GUIDE

PURPOSE

This guide has been developed by the Commander, Navy Installation Command (CNIC) Morale, Welfare and Recreation (MWR) Division to:

- Provide general operational guidance for Navy MWR Information, Tickets and Travel (ITT) program managers to fine tune their programs to meet patron needs.
 - Address the wide variety of frequently asked questions from ITT program managers.
-

PATRON ELIGIBILITY

Outlined in NPCINST 1700.23 (reference)

ASSESS NEEDS

As with any other program, before a manager can know what to offer, they should ask their patrons. Different programs are successful in different locations. Some focus solely on tickets while others focus only on tours. What mix works successfully at your installation must be determined locally. Resources to help assess needs are available through the MWR Training Branch PERS-654, DSN: 882-6717
COMM: (901) 874-6717

TABLE OF CONTENTS

PROGRAM OPERATIONS.....	4
INSTRUCTIONS	4
STANDARD OPERATING PROCEDURES (SOPs)	4
HOURS OF OPERATION	5
FEES AND CHARGES.....	5
TICKETS.....	6
Local Tickets	6
National Tickets	6
Pre-Paid Tickets	6
Consignment.....	6
Consignment Contract.....	6
Ticket Consignment Agreement Example.....	7
Consignment Control Sheet.....	9
MTP Base Address Update Request Example	10
ONLINE, PRINT ON DEMAND AND VOUCHERS	11
Online/Print on Demand.....	11
Print on Demand Example.....	11
Vouchers.....	12
MTV Three Part Voucher Example	12
MTV Print on Demand Non Reservation Example.....	13
MTV Print on Demand Reservation Example.....	13
MTV Print on Demand Hotel Example.....	13
MTV Print on Demand Barcoded Example	13
Military Travel Voucher Program (Hotels/Lodging) SOP Example.....	14
Military Travel Voucher Program (Attractions) SOP Example	19
MTV Vendor Registration Form- Attraction Example	24
MTV Vendor Registration Form- Lodging Example	25
RISK MANAGEMENT	26
Liability Waiver (Hold Harmless Agreement) Example	27
ADMINISTRATIVE.....	28
COMMUNITY / DRIVE TRAVEL INFORMATION	28
MWR INFORMATION	28
OFFICE FORMS.....	28
RecTrac Initial Data Entry Form with Privacy Act Example.....	29
ITT Publicity Waiver and Payment and Cancellation Policy Example.....	30
Special Order Form Example	32
Credit Card Authorization Form Example	33
Insurance Waiver Form Example.....	34
Hotel Reservation Request Form Example	35
Reservation Attraction Request Form Example	36
ITT Fax Cover Sheet Example	37
No Cost Orders.....	38
ITT No Cost Order Example.....	39
No Cost Order Amendment Example.....	40
ACCOMODATIONS	41
Hotel Information Sheet Example	42
PHONE CARDS.....	43
FACILITIES.....	44
LOCATION.....	44
SET-UP.....	44
ITT Franchise Concept.....	45

Regional Information, Tickets & Travel “Franchise Concept”	47
AUDIT INFORMATION	49
MANAGING TICKET INVENTORY	49
Prepaid Tickets	49
Consignment Tickets	49
Return Tickets to Vendor	49
ACCOUNTING PROCEDURES	50
Tickets and Travel GL Accounts	50
Record revenue	50
ITT Expense Accounts	50
Liability accounts	51
Department Code Activity Code 55 (ITT)	51
Department Code Activity Code 54 (Leisure Travel)	51
Monitoring Tickets Using Sequential Numbers	52
Pyramiding	53
Intra Company	53
Waste or Unsold Tickets	54
Bonus Tickets Received	54
Third Party, Contracted Leisure Travel Agency or JSTP Commissions	55
Centralized Commissions	55
Profit Sharing received from Military Ticket Program (MTP)	55
Manual Ticket Process	55
Manual Ticket Process SOP Example	56
Daily Activity Record (DAR) Example	58
Manual Serialized Ticket Sales Template Example	59
Manual Voucher Sales Example	60
TICKET RECEIVING PROCEDURES	61
NAF BUDGETING TIPS	61
HOW TO READ SAP FINANCIALS	62
PERSONNEL	63
QUALIFICATIONS	63
POSITION DESCRIPTIONS	63
Recreation Specialist (Community) GS-09/NF-04 Example	64
Recreation Specialist (ITT) GS-0188-07/NF-03 Example	67
MARKETING	72
Target populations:	72
Possible Advertising Outlets:	72
Regional Networks	73
TRAINING	74
On-the-Job Training	74
Familiarization Trips	75
TUITION COSTS AND REIMBURSEMENT	75
Authorization, Agreement and Certification of Training Example	76
STANDARDS OF CONDUCT	78
Unsolicited Gifts	78
Gift Acceptance	78
Gift Acceptance Letter Example	79
Complimentary Rooms, Meals or entrance fees	80
Promotional Materials	80
TRAVEL FAIRS	81
TRAVEL FAIR CHECKLIST	82
Door Prize Registration	94
Travel Fair Evaluation	95

Letter of Invitation.....	96
Letter to Non Respondents	97
Letter to Negative Respondent	98
Thank You Letter to Participants	99
Letter to Non-participants Example	100
Travel Expo Registration Form Example.....	101
Vendor Packet Follow Up Request Example	103
Vendor Evaluation Form	104
Participating Vendors List Example.....	106
Wait Listed Vendors List Example	107
VIP Invitation Example.....	108
MONITORING LEISURE TRAVEL CONTRACTS	109
Request For Proposal (Travel Contract) Example	109
Working with the Contractor.....	167
Resolving Problems.....	167
ITT CONTRACTED TOURS AND VACATIONS	168
JOINT SERVICES TRAVEL PROGRAM (JSTP).....	168
LOCAL TOURS.....	168
Vehicle Operator/Driver.....	168
Volunteer Agreement Form Example.....	170
Volunteers	171
Notice of Volunteer Hours Activity Letter Example.....	172
Driver Hour Documentation.....	174
Fuel.....	174
Vehicles	175
ITT Driver SOP Example.....	176
MWR Vehicle Emergency Procedure	178
ITT Bus Contract Example.....	181

PROGRAM OPERATIONS

INSTRUCTIONS

The instruction that applies to the ITT operation is NPCINST 1700.23 and NPCINST 1710.11C

STANDARD OPERATING PROCEDURES (SOPs)

CNIC recommends that every ITT operation have Standard Operating Procedures (SOPs). Following is a list of recommended items to include in your SOP:

- Phone guidelines
- Opening/Closing Procedures
- Cash Handling Procedures
- Cashiers
- Daily Activity Report (DAR) Procedures
- Sign-up/Sales/Refund Procedure
- Online Sales Procedures
- Credit Card Procedures
- Tour policy
- Trip Escort Training
- Volunteer Services
- Bus Operation, Rental and Maintenance (if applicable)
- Employee scheduling
- Accounting Procedures
- Customer Service Standards
- Military Travel Voucher (MTV) Procedures
- Joint Services Travel Program Procedure
- Military Ticket Program (MTP) Procedures
- Ticket Consignment Agreements for all local tickets
- Ticket Accountability
- Inventory Procedures
- Emergency Procedures for office and tours
- Information Referral Sources
- Eligibility Requirements
- Safety Requirements
- Security
 - Building
 - Burglary/Robbery
 - Theft
 - Arson
- In-climate weather procedures and evacuation routes
- Anti-Terrorism Protection, Terrorist Threat Condition
- Fees and Charges
- Goals and Objectives
- Hours of Operation
- Customer survey dates

- RecTrac/Point of Sale System
- Manual Ticket Sales Procedures
- Merchandise Procedures
- Travel Contract Quality Assurance (if applicable)

In addition to SOPs, each office should have an updated copy of the following Joint Service Agreements to include current authorized agents.

- Joint Services Travel Program MOA
- Military Ticket Program (MTP) Agreement
- Military Travel Voucher (MTV) Agreement

HOURS OF OPERATION

Hours of operation should be determined locally. Items to consider: If the entire base gets off work at 1600, it would be a good idea to stay open at least ½ hour longer so that people can stop on their way home. The same instance would go for holidays and weekends, it may NOT be necessary to stay open all day, but a few hours may pay off.

One alternative: Consign tickets item that generally sell at the last minute, such as baseball tickets or movie tickets, to a facility that is open an extended hours. Some recommendations are the fitness center or liberty center.

FEES AND CHARGES

The ITT Standards state 5 % mark-up for attractions and 10% mark-up for non-air (hotels, car rental, tours). General practice moved to 7% for attractions and 10% for non-air and MTV Program. Due to increase credit card fees as high as 5% for Discover and American Express.

This will ensure regional pricing to be consistent, regardless of service. You don't want to undersell each other and create competition within regions.

The ITT office should accept major credit cards, checks, and cash. Charging an additional fee to use credit card is in DIRECT VIOLATION of the Navy Credit Card agreement. Cash discounts are authorized if clearly stated, however very difficult to manage and not recommended.

The ITT office should be the MWR stop for all tickets and travel. ITT is required to charge other MWR activities the direct cost of the ticket (without surcharge). If you are ordering a ticket specifically for the activity, you may charge shipping and handling, however if it is a normal stock item, you should NOT pass the shipping & Handling fee on to the receiving activity.

TICKETS

Local Tickets

ITT is not authorized to sign a vendor's contract; therefore local attraction tickets are negotiated locally/regionally with a standard Navy consignment agreement.

National Tickets

- National attraction tickets are negotiated centrally by Commander Navy Region Southwest Military Ticket Program (MTP)

To receive your MTP Welcome Package to begin sign up process, contact MTP at audre.spencer@navy.mil or Commercial 619.767.6000.

There are two types of physical tickets: Prepaid and Consignment.

Pre-Paid Tickets

Pre-paid tickets are tickets purchased in advance for resale with ownership transferred from the vendor to MWR when the tickets are received from the vendor. This process only relates to tickets purchased from a vendor in advance where payment is required up front, but delivery of the tickets may take days, weeks or months.

Consignment

Consignment tickets are tickets provided to MWR under an agreement between MWR and a vendor (consignor/supplier) where the vendor retains ownership of tickets until the tickets are sold. The ITT office may charge a nominal fee to provide the service, or withhold a percentage of sales before paying the consignor, per the agreement with the vendor. After consignment agreements have been established, ITT Managers may order tickets against the consignment agreement.

Consignment Contract

A consignment contract is a government document. Do NOT sign a vendor's agreement. However, you can include portions of a vendor's contract in your consignment contract as long as it does not obligate you to something illegal. Contact your local procurement official for assistance in creating a consignment agreement.

Ticket Consignment Agreement Example

Ticket Consignment Agreement

Agreement # _____

This agreement is entered into by and between _____ (a Nonappropriated Fund Instrumentality of the United States Navy -- hereinafter called the NAFI), and _____ (hereinafter called the vendor).

1. **PERIOD OF PERFORMANCE:** This ticket consignment agreement covers the period _____ through _____. Upon mutual agreement, this period can be extended for a period not to exceed a total of five (5 years).

2. **TICKETS.** The Vendor agrees to provide (ticket type and cost) on consignment to the NAFI.

A Ticket Consignment Control Sheet (TCCS) will be used by the NAFI and Vendor to control tickets on consignment.

3. **VENDOR AGREES TO:**

a. Furnish tickets to the NAFI Information Ticket and Travel (ITT) Office or accept print on demand tickets for the entertainment events selected by the NAFI, in a quantity and at the price stipulated on the TCCS.

b. Upon request by the NAFI, furnish additional tickets, if available, providing the NAFI has initiated monthly payments for the same entertainment event.

c. Provide, with each ticket shipment, a numbered consignment receipt listing the code numbers, an adequate description of each item consigned and the wholesale price which the NAFI will be charged for sale of said item(s).

d. Furnish, free of charge, reasonable amounts of promotional material, if available, such as brochures, posters, flyers, etc, for the NAFI ITT to use in advertising entertainment events.

4. **NAFI AGREES TO:**

a. Assume full responsibility for consigned tickets and pay the Vendor the price agreed to on the TCCS for all tickets sold or not returned to the Vendor;

b. Advertise and support entertainment events by use of promotional material furnished free of charge by the Vendor;

c. Remit payment at the agreed price for tickets sold, no later than the tenth (10th) day of each month, for all tickets sold the previous month, with final payment due ten (10) days after the ticket sales cut-off date established for each event;

d. Continue to sell or print on demand the tickets for entertainment events until the cut-off date or cancellation of the event;

e. Return all unsold tickets in person or by certified mail at the time final payment is made to the Vendor.

Ticket Consignment Agreement Example (continued)

5. CANCELLATION OF EVENT: The NAFI will return all unused tickets by U.S. certified mail, other private mail services, or hand deliver them to the Vendor.

WE THE UNDERSIGNED, HAVE READ, UNDERSTAND, AND AGREE TO THE ABOVE.

FOR THE NAFI

FOR THE VENDOR

(Signature of ITT Manager
or MWR Recreation Manager)

(Signature of Vendor)

(Type or print name)

(Type or print name)_

(Address)

(Address)

(Phone No.)

(Phone No.)

(Date Signed)

(Date Signed)

Consignment Control Sheet

CONSIGNMENT CONTROL SHEET					1. CONTROL NO.	
SECTION A - TICKETS RECEIVED						
2. NAME OF EVENT				5. NAME OF VENDOR		
3. QUANTITY RECEIVED	4. DATE OF CUT-OFF					
SECTION B - TICKET SALES						
6. EVENT DATE	7. NO. SEQUENCE OF TICKETS		8. DESCRIPTION OF EVENT	9. QUANTIT Y	10. UNIT COST	11. EXTENDED TOTAL
	FROM	TO				
SECTION C - RECEIPT CERTIFICATION						
12. <i>I Acknowledge Receipt of the Tickets Listed Above.</i>						
a. SIGNATURE OF NAFI REPRESENTATIVE					b. DATE	
SECTION D - TICKETS RETURNED						
13. NAME OF EVENT				16. NAME OF VENDOR		
14. QUANTITY RECEIVED	15. DATE OF CUT- OFF					
17. RETURNED TICKETS						
EVENT DATE (a)	NO. SEQUENCE OF TICKETS (b)		DESCRIPTION OF EVENT (c)	QUANTITY (d)	UNIT COST (e)	EXTENDED TOTAL (f)
	FROM	TO				
SECTION E - RETURN CERTIFICATION						
18. <i>I Acknowledge Receipt of the Tickets Listed Above.</i>						
a. SIGNATURE OF VENDOR REPRESENTATIVE					b. DATE	
19. ATTACH CERTIFIED MAIL RECEIPT AND RETURN TO NAFI (<i>Use only if 17 a and b are not used</i>).						

MTP Base Address Update Request Example

ADDRESS UPDATE REQUEST**ADDRESS INFORMATION***For delivery of tickets, the Rec Express and the Manager's Update***BASE CODE # :** _____

ATTN: <i>(Recipient Name)</i>	_____	Building Number:	_____
Base Name:	_____	City:	_____
Department:	_____	State:	_____
Street Address:	_____	Zip Code:	_____
	_____	Number of Ticket Outlets:	_____
Federal Express Number: _____			

AUTHORIZED TICKET ORDERING PERSONNEL

- 1.
- 2.
- 3.

OTHER INFORMATION

Ticket Manager	Commercial Phone:	_____
<i>(Name)</i>	DSN:	_____
E-Mail Address	Commercial FAX:	_____
	DSN FAX:	_____
	Number of ticket outlets:	_____
<hr/>		
Account Point of Contact	Commercial Phone:	_____
<i>(Name)</i>	DSN:	_____

Notify us immediately for any changes.

Signature and Title_____
Date

ONLINE, PRINT ON DEMAND AND VOUCHERS

Online/Print on Demand

On-line tickets parallel consignment procedures, as the fund does not have to prepay for the ability to sell and you pay on sales. These contracts are negotiated centrally through the Services consolidated ticket programs: MTP or MTV.

Print on Demand Example

Ticket User:		Order Date/Time:	Order #:
Tim Jones		2/2/2009 1:44:41 PM	601-43980-1
Ticket Details:			Qty
Conch Tour Train Key West (ADULT)			2
<p>Instructions: Present this eTicket at the Conch Tour Train Ticket Booth at Mallory Square (303 Front Street) in Key West and it will be replaced with paper tickets to be used as your boarding pass.</p> <p>OPERATING HOURS: Daily. 9:00 am to 4:30 pm - 364 days a year. Closed the last Saturday in October for Fantasy Fest. Hours subject to change. NOTES: A photo ID is required and must match the "Ticket User" name shown on this eTicket. Parking is available at Mallory Square, The Westin Parking garage, or the Key West Welcome Center. CUSTOMER SERVICE: For more information call 305-294-5161.</p> <p>General Admission eTickets are valid for 6 months from the Order Date shown above. Reservation based eTickets are valid for the reservation date only. This eTicket is redeemable only in the city where the purchased product/service is located and only for the product/service listed above. Customer agrees that Trusted Tours & Attractions has earned the full purchase price collected for this eTicket whether or not Customer redeems this eTicket. Trusted Tours & Attractions and its affiliated companies are not liable for loss, injury, damage, or delay to any person or property connected with the use of this eTicket.</p> <p>Additional information is available via www.TrustedTours.com 201 Front St. Ste. 224 - Key West, FL 33040 sales@trustedtours.com or phone: 800.213.2474.</p>			

Vouchers

Vouchers may be generated locally or nationally. Local vouchers must also have a signed consignment agreement that includes price, accepted voucher format and other obligations. National voucher contracts are centrally negotiated through Army's Recreation Division. They are referred to as a Military Travel Voucher (MTV).

To sign up, contact Dan Yount at dan.yount@us.army.mil or Commercial 703.681.5225 or DSN 761-5225.

The MTV Program is coordinated through the Army. After the contract is signed, it will be forwarded to all ITT Offices. The contract is generally good for the calendar year with all vouchers expiring Dec 31st of the current year. The three-part paper MTV vouchers are serialized and issued through the Army MTV Program. One copy is for the customer, one for the DAR and one for ITT Office reconciliation. The RecTrac Point of Sales (POS) system uniquely serializes all Boca Printed vouchers for the MTV Vendors. These allow the ITT office to give discounts without holding tickets in inventory. A person will pay for an attraction, event, hotel, etc and receive a serialized voucher. The customer then takes that voucher to the event and redeem with vendor. Depending on the attraction, event, hotel, etc. if the vendor gives the patron a ticket or allow direct entry or service. These vouchers are paid and recognized when sold.

MTV Three Part Voucher Example

00000	MILITARY TRAVEL VOUCHER	Confirmation#
ATTRACTION/ LODGING PROPERTY: <u>Spy Museum</u>		
CUSTOMER NAME: <u>John Smith</u>		
DATE OF RESERVATION/TIME (If applicable): <u>NA</u> <small>(day/month/year)</small>		
BOOKING ITR/ITT OFFICE (INSTALLATION): <u>JAX ITT</u>		Sales Clerk <u>DAWN</u> <small>a.m./p.m.</small>
BILL TO (provide address of paying central accounting office) <u>HWY 1TT</u> <u>BLDG 1 Box 14</u> <u>NAS Jacksonville, FL 32212</u> <small>No cash refunds shall be made by vendor to customer.</small>		
This Voucher VOID after <u>31 DEC 07</u>		
(Use paper punch to indicate number of prepaid admissions or room nights; punch-out "None" where applicable.)		
A. NUMBER OF ADMISSIONS ON THIS VOUCHER:		
ADULTS: 1 <u>(2)</u> 3 4 5 6 7 8 None/NA	CHILDREN: 1 2 3 4 5 6 7 8 <u>None/NA</u>	
B. NUMBER OF ROOM NIGHTS (If applicable): _____ 1 2 3 4 5 6 7 <u>None/NA</u>		

MTV Print on Demand Non Reservation Example

Army	Marine Corps	Navy	Air Force
Voucher: 0041001834 Military Travel Voucher			
Attraction ----- KSCDC Max Rd			
Voucher Issued To - John Smith			
# of Adults ----- 1.00	# of Children ----- 0.00	ADMIT: 1	
RESERVATIONS NOT REQUIRED		VOID AFTER DATE 12/31/2006	
Voucher Issued By: Mayport MWR ITT		Sales Clerk: 101	Receipt: 45315
Accounts Payable: MWR Dept Box 14 Bldg 919 MRS Jacksonville, FL 32212 (904) 542-5330			

MTV Print on Demand Reservation Example

Army	Marine Corps	Navy	Air Force
Voucher: 0041001835 Military Travel Voucher			
Voucher Issued To John Smith			
Attraction ----- Pirates Isl Rd			
Reservation Date -- 10/18/2006	Time of Day ----- 6pm	ADMIT: 1	
# of Adults ----- 1.00	# of Children ----- 0.00	Confirmation No: Smith	
Seat Number(s) ----- Doors Open at 430pm			
Voucher Issued By: Mayport MWR ITT		Sales Clerk: 101	Receipt: 45315
Accounts Payable: MWR Dept Box 14 Bldg 919 MRS Jacksonville, FL 32212 (904) 542-5330			

MTV Print on Demand Hotel Example

Army	Marine Corps	Navy	Air Force
Voucher: 0041001836 Military Travel Voucher			
Voucher Issued To - John Smith			
Cyp Pt Orl FL 1 Room per Voucher			
Arrival Date ----- 10/10/2006	Departure Date ----- 10/13/2006	NIGHTS: 1	
# of Adults ----- 1.00	# of Children ----- 0.00	Confirmation No: 123456	
Military Resort Rental 1,2,3 BDRM -- VOID AFTER DEPARTURE DATE			
Voucher Issued By: Mayport MWR ITT		Sales Clerk: 101	Receipt: 45315
Accounts Payable: MWR Dept Box 14 Bldg 919 MRS Jacksonville, FL 32212 (904) 542-5330			

MTV Print on Demand Barcoded Example

Army	Marine Corps	Navy	Air Force
Int'l Spy Museum - ADT			
Ticket Issued To -- Harry Smith			
Ticket Type ----- ADULT * ADULT * ADULT			
VIP TICKET ----- RESERVATION NOT REQUIRED			
ADMIT: 1		VOID AFTER -- 12/31/07	
VOUCHER ----- TN000049			
* I S P Y - B J - H D I *		BILL TO: Vermont Systems, Inc Trip Voucher Program 12 Market Place Essex Junction VT 05452	
Org -- Ft Knox ITT - Main Office		Clerk - IT2 Rpt - 4410	

Military Travel Voucher Program (Hotels/Lodging) SOP Example

Military Travel Voucher Program (Hotels/Lodging) SOP Example

1. GENERAL. This Standard Operating Procedure (SOP) provides instructions to use Military Travel Vouchers (MTV) for prepaid lodging arrangements.
2. CONTROLS. The MTV program is managed by Army Leisure Travel Services, an office of the United States Army Family and Morale, Welfare, and Recreation Command (FMWRC), Community Recreation Directorate.
3. PURPOSE. The MTV program is established to provide eligible patrons of military Information, Tickets and Reservation/Information, Tickets and Tour (ITR/ITT) offices, access to multiple attractions and services at or near principal “drive” destinations throughout the United States. The MTV, when properly prepared, signed and stamped, is a negotiable document accepted by participating lodging establishments in lieu of on-site payment for hotel rooms.
4. PARTICIPATION.
 - a. Installations: Any DOD installation with a bona fide morale, welfare, and recreation (MWR) fund may participate in the program. Participation must be requested by an authorized installation MWR manager.
 - b. Vendors: It is the intent of FMWRC to encourage maximum participation in the MTV program, by operators of live theatres, museums, amusement attractions, guest lodging facilities and special events. Agreements may cover a single attraction or facility, or they may include multiple attractions as a combined destination package.

EXHIBIT B TO BASIC AGREEMENT

5. MTV MATERIALS.
 - a. The documents and agreements comprising the MTV program are available for downloading from a secured web site <http://mtv.mwr.army.mil>
 - b. The installation program manager and/or designated staff, will be provided a unique User ID and Password that will allow entry to the site.
 - c. The secured web site consists of the following files
 - (1) Administrative Information – contains SOPs, standard clauses, and reorder forms;

Military Travel Voucher Program (Hotels/Lodging) SOP Example (Continued)

(2) U.S.A. Map – by clicking on state name, an Index for Attractions and an Index for Lodging suppliers within that state will appear. The Index is displayed in three columns: the first Column lists geographic locations within the state, and underneath, the name(s) of companies and specific facilities that accept the vouchers; the second Column displays the numbers of the Basic Agreement that includes the named supplier(s); the third column displays dates for which prices shown are posted. To access and/or download the Basic Agreement, the visitor will click on the Agreement Number. To access and/or download prices, the visitor will click on the dates.

NOTE: Where there are multiple locations in the state or nationally, the pricing document may include multiple “Tabs” at the bottom of the page that provide access to other locations. Examples include hotel management companies, national dinner theatre companies such as Medieval Times and Dixie Stampede, and theatres with more than one show performing at the facility.

d. The Army’s NAF Financial Services at Texarkana, Texas receives copies of all new agreements and price changes directly from FMWRC. Military ITT offices not serviced by NAF Financial Services must provide their servicing Central Accounting Office with a copy of each agreement as it is received, as well as price changes as they are posted.

b. Updated materials and information, including updated schedules, new price lists (“Attachments”), new agreements, and other technical information shall be posted to the web site as they are received from Vendors.

6. INITIAL DISTRIBUTION AND REORDER PROCEDURES.

a. Each installation participating in the MTV program will receive an initial issue of one hundred (100) sequentially numbered voucher sets. Each voucher set consists of three copies: the white (original) copy is issued to the customer and retained by the attraction vendor as proof service was delivered; the yellow copy is sent to the CAO; the pink copy is retained by the issuing ITR/ITT office.

b. Each military ITR/ITT office shall register the sequential numbers of the voucher sets with their servicing CAO, as they are received from FMWRC.

c. The FMWRC program manager shall record and maintain a log of all MTVs issued to installations. The record of sequentially numbered MTVs issued to installations shall be provided to the Army’s NAF Financial Services

d. Replacement Vouchers may be ordered by telephone, e-mail or by fax.

e. There is no dollar charge to installations for issue of the vouchers. Reorder vouchers are routinely sent via U.S. Postal Service at no additional charge to an installation NAFI. If an installation asks that vouchers be sent via overnight mail, the mailing cost will be charged to the commercial mail account of the ordering activity. The installation’s commercial mail account number must be provided when the order is submitted for replacement vouchers.

Military Travel Voucher Program (Hotels/Lodging) SOP Example (Continued)

6. VOUCHER PREPARATION AND ISSUE TO CUSTOMERS. The MTVs may be used as a means to pre-pay for rooms reserved in accordance with the lodging agreement, and as indicated on the Attachment 2 to each Basic Agreement.

a. MTVs should be filled-out as follows:

- Confirmation number given by the vendor reservation agent should be placed in the space provided in the upper right corner of the MTV. (Vouchers printed after December 2001 provide the sequential number in the upper right hand corner.)

- First Line, insert the name of the attraction/hotel for which reservation is being made, i.e., "Holiday Inn Main Gate East-Kissimmee," "Ramada Plaza New Orleans – The Inn on Bourbon Street," "Radisson Hotel Branson," etc. NOTE: exact name and geographic location of the hotel for which the voucher is issued must be specified. For example, Shilo Inn – Oakhurst, CA, Shilo Inn – Salt Lake City, UT, or Shilo Inn – Yuma, AZ, etc.

- Second Line, insert the customer's name.

- Third Line must be filled-in to show the DAY and DATE(s) for which the reservation has been made (*month/day/year*).

- Fourth Line must be filled-in to show the LATEST TIME by which the customer must arrive to claim the reservation;

- Fifth Line must show the installation from which the MTV is being issued, and the initials of the ITR/ITT clerk handling the transaction.

- Sixth Line must show the address of the CAO that will pay the vendor/to whom the vendor's invoice shall be sent (if applicable).

- "A" Number of Admissions on this voucher": This is not applicable to a hotel reservation. Punch "None."

- "Number of Room Nights" line indicates the number of nights covered by the reservation and for which the customer has paid. A hole punch should be used to indicate the number of room nights covered by the reservation. Any additional room nights requested by the customer at the lodging site are not covered by the MTV agreement. Such add-on arrangements shall be paid by the customer to the Vendor.

NOTE: Installations using the Boca Ticket Printer will use the protocols and format established by Vermont Systems, Inc., and FMWRC/Navy Installation Command.

7. REFUND AND CANCELLATION POLICIES.

a. Refunds shall be handled in accordance with installation policy.

Military Travel Voucher Program (Hotels/Lodging) SOP Example (Continued)

b. MTV hotel vendors may not make a cash refund to a customer for an unused portion of a MTV. As an example of an unused portion of the MTV, a voucher may have been issued for one room for 4 nights; if the traveler leaves after 3 or fewer nights, the unused nights represent the unused portion of the MTV. The Vendor may, at its option, issue a statement to the customer noting the unused room night(s). The installation ITR/ITT office may, if such action is in accordance with its policies, make a refund to the customer, the applicable portion of the amount paid. Payment to the Vendor by the installation CAO shall be adjusted accordingly.

c. Formal cancellation of reservation(s) in accordance with the hotel operator's policies is necessary for all reservations made under this program. Installations shall pay Vendor(s) for all reservations made and not canceled in accordance with Vendor's cancellation policy.

8. PRICING AND PAYMENT. All participating Vendors shall be paid based on the *net price* under the current ATTACHMENT 2, or other applicable pricing schedule, which is part of the Basic Agreement between FMWRC and the Vendor.

a. The installation NAFI markup will be included in the price charged to the customer, consistent with the MWR mission and the local NAFI budget objectives. Installations participating in the MTV program will be notified of each new Basic Agreement with participating hotels as they are implemented. The office issuing MTVs to customers is responsible to ensure their servicing installation CAO, excepting those using NAF Financial Services at Texarkana, is provided a copy of each agreement, as authority to pay valid obligations to the Vendor.

b. Payment to Vendors will be made monthly by the CAO for all obligations made, or billing received within a month, as specified in the Basic Agreement. Installation NAFIs must forward payment to Vendor within fifteen (15) working days after receipt of a Vendor's invoice. Most Agreements stipulate payment shall be forwarded automatically to the Vendor based on obligations, and not based on receipt of a Vendor's invoice. For these arrangements, payment shall be made by the fifteenth day of the month following the month in which a reservation was used. A reservation for a hotel room that is not cancelled in accordance with the terms of the Agreement is an obligation for which the Vendor shall be paid.

c. Daily Activity Reports (DAR) should indicate all MTV transactions conducted throughout the business day, including the sequential number(s) of the MTV(s) issued, name and location of the attraction, the amount collected from the customer, and the amount due/to be paid to the Vendor. The second (yellow) copy of each MTV shall be attached to the DAR and submitted to the CAO as the obligation document to pay the Vendor as required by the Agreement.

Military Travel Voucher Program (Hotels/Lodging) SOP Example (Continued)

9. TAXES AND OTHER CHARGES. Applicability of room taxes to the military voucher prices may vary between jurisdictions. In general, MTV transactions are exempt from most taxes, however, if a tax is determined to be applicable, such tax shall be included in the Net Rate to be paid by the NAFI, and will not be subject to an additional customer collection. The hotel is responsible to collect from the guest, all charges not covered by the basic room rate charged under this agreement. Additional charges which are not covered by this agreement include, but are not limited to: room service, bar and restaurant charges, telephone charges, in-room bar charges, laundry and dry cleaning, security/in room safe charges, etc. Rooms booked under this agreement, and which are paid via MTV are contracted as exempt from state and local taxes. If the guest requests additional nights, payment is between the customer and Vendor, therefore, no tax exemption will apply to the transaction.

10. RESPONSIBILITY. The FMWRC Office responsible for oversight of this program is Army Leisure Travel Services, FMWRC-CR-T, 4700 King Street, Alexandria, Virginia 22302-4418. For additional clarification or information, telephone DSN 761-5225, commercial (703) 681-5225; FAX is DSN 761-7249, commercial (703) 681-7249. E-Mail to dan.yount@FMWRC.army.mil.

Military Travel Voucher Program (Attractions) SOP Example

Military Travel Voucher Program (Attractions) SOP Example

1. GENERAL. This Standard Operating Procedure (SOP) provides general instructions for use of Military Travel Vouchers (MTV).
2. CONTROLS. The MTV program is managed by Army Leisure Travel Services, an office of the United States Army Family & Morale, Welfare, and Recreation Command (FMWRC), Community Recreation Directorate.
3. PURPOSE. The MTV program is established to provide eligible patrons of military Information, Tickets and Registration/Information, Tickets and Tour (ITR/ITT) offices, access to multiple attractions and/or services at or near principal “drive” destinations throughout the United States. The MTV, when properly prepared, signed and stamped, is a negotiable document accepted in lieu of payment, or exchanged for tickets.
4. PARTICIPATION.
 - a. Installations: Any DOD installation with a bona fide morale, welfare, and recreation (MWR) fund may participate in the program. Participation must be requested by an authorized installation MWR manager.
 - b. Vendors: It is the intent of FMWRC to encourage maximum participation in the MTV program, by operators of live theatres, museums, theme parks, amusement attractions, guest lodging facilities and special events. Agreements may cover a single attraction or facility, or they may include multiple attractions as a combined destination package, including lodging and entry to, or use of, single or multiple attractions as indicated on the voucher.
5. MTV MATERIALS.
 - a. The documents and agreements comprising the MTV program are available for downloading from a secured web site. The web site URL is: <http://mtv.mwr.army.mil>
 - b. The installation program manager and/or designated staff, will be provided a unique User ID and Password that will allow entry to the site.

EXHIBIT B TO BASIC AGREEMENT

- c. The secured web site consists of the following files
 - (1) Administrative Information – contains SOPs, standard clauses, and reorder forms;

Military Travel Voucher Program (Attractions) SOP Example (Continued)

(2) U.S.A. Map – by clicking on state name, an Index for Attractions and an Index for Lodging suppliers within that state will appear. The Index is displayed in three columns: the first Column lists geographic locations within the state, and underneath, the name(s) of companies and specific facilities that accept the vouchers; the second Column displays the numbers of the Basic Agreement that includes the named supplier(s); the third column displays dates for which prices shown are posted. To access and/or download the Basic Agreement, the visitor will click on the Agreement Number. To access and/or download prices, the visitor will click on the dates.

NOTE: Where there are multiple locations in the state or nationally, the pricing document may include multiple “Tabs” at the bottom of the page that provide access to other locations. Examples include hotel management companies, national dinner theatre companies such as Medieval Times and Dixie Stampede, and theatres with more than one show performing at the facility.

d. The Army NAF Financial Management office at Red River receives copies of all new agreements and price changes directly from FMWRC. Military ITT offices not serviced by Red River must provide their servicing Central Accounting Office with a copy of each agreement as it is used or received, as well as price changes as they are posted.

e. Updated materials and information, including updated schedules, new price lists (“Attachments”), new agreements, and other technical information shall be posted to the web site as they are received from Vendors.

6. INITIAL DISTRIBUTION AND REORDER PROCEDURES.

a. Each installation participating in the MTV program will receive an initial issue of one hundred (100) sequentially numbered voucher sets. Each voucher set consists of three copies: the white (original) copy is issued to the customer and retained by the attraction vendor as proof service was delivered; the yellow copy is sent to the CAO; the pink copy is retained by the issuing ITR/ITT office.

b. Each military ITR/ITT office shall register the sequential numbers of the voucher sets with their servicing CAO, as they are received from FMWRC.

c. There is no dollar charge to installations for issue of the vouchers. Reorder vouchers are routinely sent via U.S. Postal Service. If vouchers are requested to be sent via overnight mail, the mailing cost will be charged to the ordering activity’s billing account number with the designated delivery service.

Military Travel Voucher Program (Attractions) SOP Example (Continued)

6. VOUCHER PREPARATION AND ISSUE TO CUSTOMERS. The MTVs may be used for General Admission on a “reserved” or “non-reserved” basis, as indicated on the Attachment to each Basic Agreement.

a. MTVs for attractions which do not require an advance reservation should be filled-out as follows:

- Confirmation number given by the reservationist should be placed in the space provided in the upper right corner of the MTV. (Vouchers printed after December 2001 provide the sequential number in the upper right hand corner.)

- First Line, insert the name of the attraction being sold, i.e., “Gatorland,” “Florida Splendid China,” “Movie Rider-Pigeon Forge,” “Ripley’s - Orlando,” etc. NOTE: If an attraction has multiple locations under the same name, the exact location must be specified, for which the voucher is issued, i.e., “Dixie Stampede-Myrtle Beach,” “Dixie Stampede-Branson,” or “Dixie Stampede-Pigeon Forge.”

- Second Line, insert the customer’s name.

- Third and Fourth lines are not filled-in if there is no requirement for a specific (date/time sensitive) reservation.

- Fifth Line must show the installation from which the MTV is issued, and the initials of the ITR/ITT clerk handling the transaction.

- Sixth Line (“Bill To”) must show the address of the CAO which will pay the vendor/to whom the vendor’s invoice shall be sent (if applicable).

- Seventh Line (“This Voucher Void after_____”) Clerk should insert a date that is the last date that the Vendor has agreed to accept the price, as indicated on the current price sheet.

- “Number of Admissions” Box must be completed. It is recommended a hole punch be used to indicate the number of admissions or room nights.

Line “B.” For lodging: This is not applicable to a voucher issued for admission to an attraction. Punch “None.”

b. MTVs for attractions such as dinner theatre performances, must include the same information required for non-reserved venues on the first, second, fifth and sixth lines, and in the “Number of Admissions” box. Additionally:

- Third Line must be filled-in to show the DAY and DATE(s) for which the reservation has been made (*month/day/year*). Hotel reservations must indicate the arrival and check-out dates.

- Fourth Line must be filled-in to show the LATEST TIME by which the customer must arrive for admittance to a performance.

Military Travel Voucher Program (Attractions) SOP Example (Continued)

- “Number of Admissions” box must be filled-in the same as described above, for attractions
- if the confirmation information includes a reservation for specific numbered seats, that information must be entered on the reverse side of the white copy (customer copy) and the pink copy (ITT/ITR office copy) of the voucher.

NOTE: Installations using the Boca Ticket Printer will use the protocols and format established by Vermont Systems, Inc., and FMWRC/Navy Installation Command.

7. REFUND AND CANCELLATION POLICIES.

- a. Refunds shall be handled in accordance with installation policy.
- b. MTV vendors may not make a cash refund to a customer for an unused portion of a MTV. As an example of an unused portion of the MTV, a voucher may have been issued to authorize admission for 2 adults and 4 children; if a child becomes ill and 1 adult remains behind, the voucher is used by 1 adult and 3 children, leaving 1 adult and 1 child as an unused portion. The Vendor may, at its option, issue a statement to the customer noting that 1 adult and 1 child’s admission were unused. Upon receipt of the Vendor’s statement, the installation ITR/ITT office may, if such action is in accordance with its policies and at its option, refund to the customer the applicable portion of the amount. The installation CAO shall be notified of the adjustment to the amount owed to the Vendor.
- c. Formal cancellation must conform to the theater or hotel operator’s policies for all reservations made under this program (usually 24, 48, or 72 hours). Installations shall be required to pay Vendor(s) for all reservations made and not canceled in accordance with Vendor’s cancellation policy. Cancellations are not required for non-reserved attractions. ITR/ITT personnel are advised to request a confirmation number as back-up for the cancellation; if a cancellation confirmation number is not available from the attraction, the time of the cancellation and the name of the clerk accepting the cancellation should be notated.

8. PRICING AND PAYMENT. All participating Vendors shall be paid based on the net price under the current Pricing Attachment, or other applicable pricing schedule, which is part of the Basic Agreement between FMWRC and the Vendor.

- a. The recommended installation NAFI markup is displayed on the secure web site, effective with the prices for 2007. Under no circumstances will an admission be sold for a price HIGHER than the recommended “Selling Price”. A lower price may be charged as an exception, as part of a total package that is inclusive of lodging and multiple attractions, or for a special promotion. *Note: some attractions have placed a maximum markup provision in their agreements - See pricing ATTACHMENT to each Agreement.* Installations participating in the MTV program will receive a copy of each new Basic Agreement as it is implemented. The office issuing MTVs to customers is responsible to ensure their servicing installation CAO, excepting Red River, is provided a copy of each agreement, as authority to pay valid obligations to the Vendor.

Military Travel Voucher Program (Attractions) SOP Example

b. Payment to Vendors will be made monthly by the CAO for all obligations made, or billing received within a month, as specified in the Basic Agreement. Installation NAFIs must forward payment to Vendor within fifteen (15) working days after receipt of a Vendor's invoice. Most Agreements stipulate payment shall be forwarded automatically to the Vendor based on obligations, and not based on receipt of a Vendor's invoice. For these arrangements, payment shall be made by the fifteenth day of the month following the month in which the MTV was issued, or following the month in which a reservation was used, as applicable. An un-cancelled reservation at a performance is an obligation for which the Vendor shall be paid without an additional invoice document.

c. Daily Activity Reports (DAR) should indicate all MTV transactions conducted throughout the business day, including the sequential number(s) of the MTV(s) issued, name and location of the attraction, the amount collected from the customer, and the amount due/to be paid to the Vendor. The second (yellow) copy of each MTV shall be attached to the DAR and submitted to the CAO as the obligation document to pay the Vendor as required by the Agreement.

9. RESPONSIBILITY. The FMWRC Office responsible for oversight of this program is Army Leisure Travel Services, IMWR-CR-T, 4700 King Street, Alexandria, VA 22302-4404. For additional clarification or information, telephone DSN 761-5225, commercial (703) 681-5225; FAX is DSN 761-7249, commercial (703) 681-7249. E-Mail to: Dan.Yount@fmwrc.army.mil.

MTV Vendor Registration Form- Attraction Example

MTV Vendor Registration Form – Attraction

FAX TO: United States Army Family & MWR Command
Attention: IMWRC-CRT (Leisure Travel Services)
4700 King Street (4th Floor)
Alexandria, Virginia 22302-4404
Telephone: (703) 681-5225
Fax: (703) 681-7249
E-Mail: Dan.Yount@us.army.mil

SUBJECT: Request To Participate In Military Ticket Voucher (MTV) Program

1. Request an agreement that will register the attraction(s) named below to participate in the Military Ticket & Voucher program. We understand each military installation is responsible to pay for all vouchers issued to customers.* Upon signature by both parties, this property will accept MTVs for prepaid lodging, in accordance with terms and conditions of the agreement.

2. Vendor information: If more than one attraction, use a separate copy of this form for each location. Include mailing address, fax number, e-mail address for hotel point of contact, and web site URL for each property. In case of multiple properties, please provide name/address of management company which will be the principal party to the Agreement.

a. Name of Attraction/Management Company: _____

b. Commercial Mailing Address: _____
(street address)

(city/state/zip code)

c. Tel No. for Reservations: _____ Fax Number: _____
(area code/number) (area code/number)

d. Principal Point of Contact for management company and/or attraction:

Name: _____ Title: _____ Phone: _____

E-Mail Address: _____

Web Site URL: _____ www. _____

PLEASE INDICATE TYPE OF ATTRACTION: (*mark all that apply* – X)

Theme park _____ Theatre _____ Museum _____ Sightseeing Tour _____

Equipment Rental _____ Festival _____

Other _____
(describe)

General Admission Rate: (including taxes) \$ _____ (Adult) \$ _____ (Child)

Proposed Military Voucher Rate: \$ _____ (Adult) \$ _____ (Child)

MTV Vendor Registration Form- Lodging Example

MTV Vendor Registration Form - Lodging

FAX TO: United States Army Family & MWR Command
 Attention: IMWRC-CR-T (Leisure Travel Services)
 4700 King Street (4th Floor)
 Alexandria, Virginia 22302-4404
 Telephone: (703) 681-5225
 Fax: (703) 681-7249
 E-Mail: Dan.Yount@fmwrc.army.mil or Dan.Yount@us.army.mil

SUBJECT: Request To Participate In Military Ticket Voucher (MTV) Program

1. Request an agreement that will register the lodging facility(ies) named below to participate in the Military Ticket Voucher program. We understand each military installation is responsible to pay for all vouchers issued to customers.* Upon signature by both parties, this property will accept MTVs for prepaid lodging, in accordance with terms and conditions of the agreement.

2. Vendor information: If more than one property, use a separate copy of this form for each location. Include mailing address, reservation telephone number, fax number, e-mail address for hotel point of contact, and web site URL for each property. In case of multiple properties, please provide name/address of management company which will be a party to the Agreement.

a. Name of lodging facility: _____

b. Commercial Mailing Address: _____
 (street address)

 (city/state/zip code)

c. Tel No. for Reservations: _____ Fax Number: _____
 (area code/number) (area code/number)

e. Principal Point of Contact for management company and/or hotel.:

Name: _____ Title: _____ Phone: _____

E-Mail Address: _____

Web Site URL: _____ www. _____

PLEASE INDICATE THE FORMAT OF YOUR PROJECTED MILITARY RATES:
 (*mark all that apply – X*)

A single year-round rate _____ High Season/Low Season Rates _____

Multiple Season Rates (*indicate number of seasonal price variations*) _____

Weekday/Weekend Rates _____ Rates Good all Week within Seasons _____

RISK MANAGEMENT

For detailed information on risk management please refer to NPCINST 5890.1.

NOTE: To lessen the liability to the fund, have passengers pay the provider directly for the services rather than entering into a contract with a high risk provider.

A risk management plan for tours which may include the following items and issues:

- Copy of trip participant list with office and driver
- Emergency contact information.
- A Cell phone or two way radio for the driver or escort.
- A Hold Harmless agreement for High risk activity tour participants to complete before departing from base.

Liability Waiver (Hold Harmless Agreement) Example

**Morale, Welfare and Recreation Department
Naval Station Anywhere USA
Hold Harmless and Release From Liability Agreement**

The undersigned (if less than 18 years of age and not an active duty military member, the participant must be sponsored by an adult whose minimum age is 21) does hereby hold harmless and release the United States of America, the MWR Department, or their employees, as well as the officers and employees and the other personnel of the U.S. Navy and Naval Station Anywhere USA, from liability and/or from any and all causes of action arising from the participant's involvement in a bus trip more specifically detailed below. I assume full responsibility for my safety as well as my dependents or my guests while engaged in this activity.

I further attest and verify that I have full knowledge of the risks and danger involved in traveling on a bus trip and that this activity involves the potential for motor vehicle accidents resulting in personal injury, including death. Consequently, this release is intended to cover all injuries of every name, type, kind, or nature which might be sustained or suffered from any cause whatsoever connected with or arising out of participant's taking part in the MWR bus trip, including traveling to, during, and back from the trip. Furthermore, MWR is not responsible for the conduct or damages caused by other participants.

Due to contractual agreements and deadlines with our vendors, all trips are non-refundable once they are paid to MWR, unless the trip is cancelled by MWR. Alcoholic beverages are prohibited on any MWR sanctioned trip vehicle. MWR will not be held responsible for loss or theft of personal items.

MWR will not be held liable for any delays that are a direct result of bad road conditions, inclement weather, accidents, breakdowns, and other conditions that are beyond our control.

DATE/NAME OF EVENT _____

PARTICIPANT'S NAME: _____

CITY/STATE/ZIP: _____ **AGE** _____

PHONE: (W) _____ **(H)** _____ **(CELL)** _____

EMAIL ADDRESS: _____

EMERGENCY POC: _____ **PHONE** _____

ACTIVE/DUTY RANK _____ **RETIRED** _____ **DEP** _____ **DOD CIV** _____

MEDICAL CONDITIONS/DISABILITIES THAT WE NEED TO BE AWARE OF WHILE ON OUR TRIP (This information is used to accommodate needs for special meal service, seating, etc.):

Signature/Date _____

Parent's Signature (If under 18 yrs.) _____

Amount Paid _____ **MWR Staff Signature** _____ **Date** _____

ADMINISTRATIVE

COMMUNITY / DRIVE TRAVEL INFORMATION

The ITT tour operation is targeted at the drive travel market. An ITT operation is NOT a full service travel agency.

MWR INFORMATION

All ITT offices should act as the liaison between the community and the MWR department. They should provide information on all services and facilities operated by the MWR department as well as a variety of activities and programs within the local community.

Each office should be equipped with a resource library available to customers. Materials are current and include, but not limited to:

- Navy Installation welcome aboard packages
- Fleet and Family Support Center office information
- Navy Gateway Inn & Suites (NGIS), Navy lodge, and recreational lodging information
- MWR base/regional special events
- Local community (city/county/region) activities
- Local attraction information and driving directions
- Suggested trip itineraries with self guided tour sheets
- Local commercial car rental, restaurant, taxi and hotel information
- Base map with building and telephone numbers
(such as MWR facilities, air terminal, bank/ATM and other popular buildings)
- Resource travel books and maps
- Phone numbers for ITT operations worldwide

OFFICE FORMS

Each office should tailor all office forms with their office details for their operation. Some examples to include are:

- RecTrac Data Entry Form with Privacy Act Statement
- Payment, Cancellation & Publicity Waiver Form with Privacy Act Statement
- Special Order Request with Credit Card Authorization
- Insurance Waiver Form for Cruises and Travel
- Liability (Hold Harmless Agreement) for trips
- Hotel/Reservation Attraction Request form
- Standard Fax Coversheet to fax customer information

All form examples are available electronically. Contact the Navy ITT Program Manager at cnic_mill_navymwritt@navy.mil

RecTrac Initial Data Entry Form with Privacy Act Example

Attention all patrons,

During the conversion to our new point of sale and inventory systems, wait times may be longer than usual. To speed along the process, please complete and turn in the following information on your first visit to our office before making your trip, class, rental or facility reservations. In order to validate all payments due and received are credited to the correct household, the following information will be required. Personal information is for stated purposes only and will not be shared, sold or otherwise distributed. Thank you for your patience.

-MWR ITT Manager & Staff

Please complete the following for your entire household:

Sponsor Name: _____

Sponsor's SSN#: (DO NOT INCLUDE on this form, please provide at time of purchase)

Address: _____

Phone Number: _____

Work Phone: _____

Active Duty _____ Retired _____ DoD _____ Branch: _____

Grade: _____ Rate: _____

Spouse Name: _____

Active Duty _____ Retired _____ DoD _____ Branch: _____

Grade: _____ Rate: _____

Family Member 1 name: _____ FM 2 name: _____

FM 3 name: _____ FM 4 name: _____

Please, notify us if there will be more than 4 family members per household.

Thank you.

Privacy Act of 1974

Authority: Request for this information is made pursuant to the authority of 5 U.S.C. 301, Departmental Regulations, and E.O. 9397 (SSN).

Purpose: To uniquely identify MWR patrons for registration and purchase of MWR services, facilities and property.

Routine Uses: In addition to those disclosures generally permitted under 5 U.S.C. 552(b) of the Privacy Act, these records or information contained therein may specifically be disclosed outside the DoD as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows: The "Blanket Routine Uses" that appear at the beginning of the Navy's compilation of systems of records notices apply to this system.

Effect of not providing: Disclosure is optional, however, failure to provide requested information will preclude the individual from being eligible to participate.



ITT Office
Address
Telephone #



ITT Publicity Waiver and Payment and Cancellation Policy Example

ITT Publicity Waiver and Payment/Cancellation Policy

Customer responsibilities:

- No alcoholic beverages may be consumed on the bus. Nor may a person get on the bus intoxicated.
- No smoking on the bus.
- Adhere to the guide's instructions
- If you get separated from the group or miss the provided transportation, you are responsible to find alternate transportation.
- Customer is responsible for their own travel documents (passport, leave papers, military ID, etc.)
- Allow Navy MWR (**base name**), their agents and employees the right and permission to use, reuse and/or publish photographic, audio and video graphic materials while participating in ITT events. Waive the right to inspect and approve the *publicity materials*. Navy MWR (**Base name**) may transfer, use or cause to be used these *publicity materials* and all of its entities for promotional, recruiting or educational purposes, without any limitation, reservation or compensation, other than the receipt of which is hereby given. This consent is given for any *publicity materials* which have been taken, about to be taken or will be taken.

Payment Policy:

<i>One Day Trips</i>	Payment in full
<i>Extended Trips</i>	First payment of (amount) per person or 25% (whichever is greatest) upon sign up Full payment must be paid 45 days prior to departure

Cancellation Policy:

<i>One Day trips</i>	Full refund: Up to 48 hours before trip departure
<i>Extended trips</i>	Full refund prior to final payment deadline . <u>After final Payment deadline:</u> Patron must provide written cancellation request. Cancellations may be made via fax at Commercial (#####) or email at email (??????@navy.mil) Requests will be considered upon the date of written documentation receipt. The ITT staff will make every effort to avoid passing on any penalty fees.
<i>Penalty fees:</i> to	The patron will be responsible for any penalty fees. All penalty fees are based on fees charged to the ITT Office by outside Tour Agencies, hotels, and attractions and may be as high as 100% of the tour cost.
<i>No shows:</i> "	No Shows" on ITT One Day or Extended trips <u>WILL NOT</u> receive a refund
<i>Theater/Concert:</i>	No refunds

All cancellations must be made through the ITT Office. **Credit Card Refunds** will be credited the same day. All **cash** or **check** refunds may take up to 15 business days. Once ITT receives the refund check, the customer will be contacted and may pick up the check at the ITT Office.

I have read and agree to the **ITT Publicity waiver and Payment and Cancellation Policy**.

PRINTED NAME	SIGNATURE	DATE	Rotation
DATE			

*** Please read and initial the Privacy Act Statement on back and return to ITT Office prior to trip sign ups.**

ITT Publicity Waiver and Payment/Cancellation Policy (Continued)

ITT Publicity Waiver and Payment/Cancellation Policy – Privacy Statement

PRIVACY ACT STATEMENT

Authority to request this information is derived from 5 U.S. Code 301, Department Regulations. The purpose of obtaining this data is to formulate accurate records to be held by CNIC F&FR Training Branch N947, Millington, TN. This information is used to prepare a roster, facilitate the ITT travel evaluation system, and to locate you in case of emergency. Completion of this form is considered voluntary. No action will be taken against any individual who elects not to provide all or part of the information requested. It should be noted, however, that incomplete or inaccurate information might result in inaccurate crediting of the individual's travel record and the inability to locate the individual in case of an emergency.

Customer Initials

Staff Initials

Special Order Form Example



Special Order Form – Disney World, FL
MWR NS Anywhere



So you are ready to plan your vacation ---

Please complete the following information and return to the ITT Office.

Customer's Name: _____

Work Phone Number: _____

Home Phone Number: _____

Email Address: _____

Do you need a rental car for your trip?

☐ Yes ☐ No

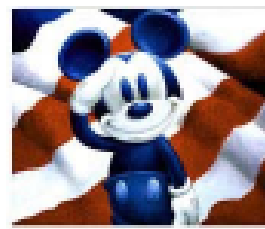
Do you need hotel/lando reservations for your trip?

☐ Yes ☐ No

Date of your departure: _____

ORDER:

Adult	Child	Number of Days
___	___	___ Day Base
___	___	___ Day No Exp Option
___	___	___ Day Hopper Option
___	___	___ Day Hopper & No Exp Option
___	___	___ Day Water Park Fun & More Option
___	___	___ Day Water Park Fun & No Exp Opt.
___	___	___ Day Hopper and Water Park Fun & More
___	___	___ Day Hopper and Water Park Fun & More No Exp. Option



Payment: ☐ Cash

☐ Check Cashing Card # _____

☐ Charge

Date of Payment: __/__/__ Total Payment _____

Cashier: _____

****These are pre-paid tickets and should be ordered at least 14 days in advance.**

All prices/tickets subject to change

Morale, Welfare and Recreation
NS Anywhere USA
ITT BLDG 1234
Phone (123) 123-4567 Fax (123) 123-4568

YOUR TICKET TO ADVENTURE!

Credit Card Authorization Form Example



MWR Department
Bldg. #123
Any Street
NS Anywhere US 12345

Telephone: (###) ###-####
DSN: ###-####
Fax: (###) ###-####



Credit Card Authorization Form

Please Print Legibly in BLOCK letters

Please attach a copy of the front and back of your military I.D. card

Without Picture Military I.D. ITT will NOT be able to charge your card

Date: _____ Pick Up Date: _____

Name of Person Picking Up Tickets: _____

I would like the following:

Ticket Description	Quantity	Cost Per ticket	Subtotal

I _____ give the Information, Tickets and Travel Office at
NS Anywhere authorization to charge my credit card for the amount of \$ _____

☐ Visa ☐ American Express ☐ Master Card ☐ Debit

Credit Card Number _____

Expiration Date _____

Signature _____

Name _____
(As it appears on the Card)

Home Phone _____ Work Phone _____

***All tickets must be picked up Monday - Friday 9:00am - 5:00pm or
Saturday 9:00am - 2:00pm. ITT is closed on Sundays and Holidays.***

Pick up Person Signature _____

Date of Pick Up: _____

Thank you for Your Patronage

Insurance Waiver Form Example

**MWR INFORMATION TICKETS, AND TRAVEL (ITT)
INSURANCE WAIVER**



NS Anywhere
Office Location

I have been informed of the risks and costs of trip cancellations for medical reasons and interruptions, and an insurance policy covering such possible costs has been available to me by MWR ITT. By signing, I hereby decline to purchase the offered insurance.

Printed Name

Signature

Date

**MWR INFORMATION TICKETS, AND TRAVEL (ITT)
INSURANCE WAIVER**



NS Anywhere
Office Location

I have been informed of the risks and costs of trip cancellations for medical reasons and interruptions, and an insurance policy covering such possible costs has been available to me by MWR ITT. By signing, I hereby decline to purchase the offered insurance.

Printed Name

Signature

Date

Hotel Reservation Request Form Example

ITT Hotel Request					
Name					
Street					
City	State	Zip Code			
Tel #					
# Adults	# Children				
No Smoking	Smoking				
Room Type	Standard	Suite	1Bdr	2Bdr	3Bdr
Arrival Date	Departure Date				
1st Hotel Choice	Special requirements				
2nd Hotel Choice					
----- To be filled out by ITT Staff					
Conf #	Bed Type		# Nights		

ITT Hotel Request					
Name					
Street					
City	State	Zip Code			
Tel #					
# Adults	# Children				
No Smoking	Smoking				
Room Type	Standard	Suite	1Bdr	2Bdr	3Bdr
Arrival Date	Departure Date				
1st Hotel Choice	Special requirements				
2nd Hotel Choice					
----- To be filled out by ITT Staff					
Conf #	Bed Type		# Nights		

ITT Hotel Request					
Name					
Street					
City	State	Zip Code			
Tel #					
# Adults	# Children				
No Smoking	Smoking				
Room Type	Standard	Suite	1Bdr	2Bdr	3Bdr
Arrival Date	Departure Date				
1st Hotel Choice	Special requirements				
2nd Hotel Choice					
----- To be filled out by ITT Staff					
Conf #	Bed Type		# Nights		

Reservation Attraction Request Form Example

ITT Attraction Request									
Name									
Street									
City		State		Zip Code					
Tel #									
# Adults		# Children							
Special Requests?									
1st Date Choice									
2nd Date Choice									
----- To be filled out by ITT Staff									
Conf #		Sec		Row		Seat			
Show Time		Doors Open				North	South		

ITT Attraction Request									
Name									
Street									
City		State		Zip Code					
Tel #									
# Adults		# Children							
Special Requests?									
1st Date Choice									
2nd Date Choice									
----- To be filled out by ITT Staff									
Conf #		Sec		Row		Seat			
Show Time		Doors Open				North	South		

ITT Attraction Request									
Name									
Street									
City		State		Zip Code					
Tel #									
# Adults		# Children							
Special Requests?									
1st Date Choice									
2nd Date Choice									
----- To be filled out by ITT Staff									
Conf #		Sec		Row		Seat			
Show Time		Doors Open				North	South		



Fax Cover

To: _____ From: _____

Fax: _____ Pages (includes cover): _____

Phone: _____ Date: _____

Re: _____ CC: _____

☐ Urgent ☐ For Review ☐ Please Reply

Comments:

[illegible]

Your Ticket To Fun!

MWR must generate orders in the following instances:

- When a trip is longer than one day
- When the driver or guide has to stay overnight.
- When an employee travels to training.
- When an employee that plans or sells tours travels to a Familiarization tour, regardless of the length of the trip.

No Cost Orders

When travel at Government expense is not authorized, an employee may agree to pay all expenses for attendance at a technical, professional, scientific, or other similar organization meeting. An administrative determination must be made in accordance with civilian personnel policy to determine if the employee is in a duty or leave status. If the employee is in duty status, a TDY travel authorization must be issued. If the employee is in a leave or other non-duty status (such as day off or after hours), a travel authorization must not be issued. Any travel documentation provided to the traveler must indicate that attendance at the event is in the DOD's interest, but travel is at no expense to the Government and no per diem or other reimbursement is authorized.

Reference: *Joint Travel Regulations, Chapter 6, Part F: Travel at No Expense to the Government*

ITT No Cost Order Example

EXAMPLE ONLY *****EXAMPLE ONLY *****EXAMPLE ONLY *****

REQUEST AND AUTHORIZATION FOR TDY TRAVEL OF DOD PERSONNEL (Reference: Joint Travel Regulations (JTR), Chapter 3) (Read Privacy Act Statement on back before completing form.)										1. DATE OF REQUEST (YYYYMMDD) YEARMONDY	
REQUEST FOR OFFICIAL TRAVEL											
2. NAME (Last, First, Middle Initial) LAST NAME, FIRST NAME MI				3. SOCIAL SECURITY NUMBER 123-45-6789				4. POSITION TITLE AND GRADE/RATING ITT RECREATION AID/NF-## OR ITT MANAGER/NF-##			
5. LOCATION OF PERMANENT DUTY STATION (PDS) BASE NAME BASE LOCATION, STATE						6. ORGANIZATIONAL ELEMENT MWR			7. DUTY PHONE NUMBER (Include Area Code) (###) ###-####		
8. TYPE OF AUTHORIZATION BLANKET (ANNUAL)				9. TDY PURPOSE (See JTR, Appendix H) ITT TOUR ESCORT, FAM TRIPS AND TRAINING				10a. APPROX. NO. OF TDY DAYS (Including travel time) VARIES			b. PROCEED DATE (YYYYMMDD) YEARMONDY
11. ITINERARY FROM (BASE, STATE) OR HOME TO VARIOUS LOCATIONS WITHIN THE CONUS, OCONUS AND OVERSEAS AND RETURN TO (BASE, STATE) OR HOME.											
12. TRANSPORTATION MODE											
a. COMMERCIAL				b. GOVERNMENT			c. LOCAL TRANSPORTATION			PRIVATELY OWNED CONVEYANCE (Check one)	
RAIL	AIR	BUS	SHIP	AIR	VEHICLE	SHIP	CAR RENTAL	TAXI	OTHER	RATE PER MILE:	
X	X	X	X		X		X	X	X	X	
AS DETERMINED BY APPROPRIATE TRANSPORTATION OFFICER (Overseas Travel only)										ADVANTAGEOUS TO THE GOVERNMENT MILEAGE REIMBURSEMENT AND PER DIEM IS LIMITED TO CONSTRUCTED COST OF COMMON CARRIER TRANSPORTATION AND PER DIEM AS DETERMINED AND TRAVEL TIME AS LIMITED PER JTR	
13. a. PER DIEM AUTHORIZED IN ACCORDANCE WITH JTR. b. OTHER RATE OF PER DIEM (Specify)											
14. ESTIMATED COST								15. ADVANCE AUTHORIZED			
a. PER DIEM \$ 0.00				b. TRAVEL \$ 0.00		c. OTHER \$ 0.00		d. TOTAL \$ 0.00		\$ 0.00	
16. REMARKS (Use this space for special requirements, leave, excess baggage, accommodations, registration fees, etc.) ATTENDANCE AT THE VARIOUS ITT EVENTS, TOURS AND FAMILIARIZATION TOURS ARE IN THE DOD'S INTEREST, BUT TRAVEL IS AT NO EXPENSE TO THE GOVERNMENT AND NO PER DIEM OR OTHER REIMBURSEMENT IS AUTHORIZED. TRAVEL IS AT THE TRAVELER'S REQUEST AND NO ACCOUNTING INFORMATION IS TO BE PLACED ON THE TRAVEL DOCUMENTATION. ALL EXPENSES INCURRED WILL BE PAID FROM THE GROUP TOUR ACCOUNT WHICH HAS BEEN PAID FOR IN ADVANCE WITH PATRONS' MONEY.											
17. TRAVEL-REQUESTING OFFICIAL (Title and signature) REQUESTING OFFICIAL NAME HERE (SIGNATURE)						18. TRAVEL-APPROVING/DIRECTING OFFICIAL (Title and signature) TRAVEL OFFICIAL NAME HERE (SIGNATURE)					
AUTHORIZATION											
19. ACCOUNTING CITATION											
20. AUTHORIZING/ORDER-ISSUING OFFICIAL (Title and signature) AUTHORIZING NAME HERE, TITLE (SIGNATURE)								21. DATE ISSUED (YYYYMMDD) YEARMONDY			
								22. TRAVEL AUTHORIZATION NUMBER FY-####			

DD FORM 1610, MAY 2003

PREVIOUS EDITION IS OBSOLETE.

No Cost Order Amendment Example

(SERIAL)
(CODE)

(FIRST) ENDORSEMENT ON TRAVEL ORDER NO. FY-#### OF ## MON YR

From: REQUESTING OFFICIAL, BASE

To: ITT EMPLOYEE'S NAME, HRSAPN 000-00-LAST 4

Subj: MODIFICATION OF TRAVEL ORDER NO. FY-####

1. Subject order is hereby modified to read as follows:

a. Block 11. ITINERARY

Amend Itinerary to include the following changes:

DATE = Depart BASE, STATE
DATE = TOUR/FAM LOCATION
DATE = Return to BASE, STATE

(SIGNATURE)
REQUESTING OFFICIAL NAME

Copy to:
FINANCE

ACCOMMODATIONS

Accommodation bookings are a major part of the travel and tourism business. Lodging is a perfect compliment to ticket sales and allows your office to package a variety of destinations and vacations for your authorized patrons.

Based upon your customer's situation, such as on orders or on leave, they have various lodging options, including but not limited to the following:

- Partner hotels using the JSTP Program *IATA* number to receive volume commissions.
- Partner hotels through the MTV Program with commissions built into price. Per the ITT Standards, hotel booking standard mark up is 10%.
- Navy Gateway Inns & Suites. Check out their website at: www.dodlodging.net or call 877-NAVY-BED (877-628-9233)
- MWR Recreational Lodging. This includes cottages, campsites and RV Parks located on military installations. Check out their website at: <http://www.mwr.navy.mil/mwrprgms/cabin.htm>
- Navy Lodging. Check out their website at: <https://www.navy-lodge.com> or call 800-NAVY-INN (800-628-9466)

You may also check out other Service lodging options on their websites or the *Military Living Guide Camping* Guide is a good resource for locating military RV and campsites throughout the United States.

Family and friends are coming to visit your authorized patrons at your base, so each ITT Office should become familiar with and partner with hotels, campsites and other recreational lodging in their area. DON'T keep this to yourself! Share your knowledge with the Navy ITT Program Manager and other ITT Offices.

If Leisure Travel Contract has an exclusivity clause in their leisure travel contracts, the Leisure Travel Contractor at an installation has the majority of the hotel/motel business. For example, if you sell tickets to Disney World and the family is driving, you can book them a hotel. Anything that is not associated with the drive travel market is the Leisure Travel Contractor's business. Work with your Leisure Travel Partner to identify contract stipulations.

Recommend non-exclusivity clauses in all travel contracts to allow ability to sell hotels, Australia packages and cruises through the JSTP or MTV Program.

Hotel Information Sheet Example

Hotel Information Sheet				
Hotel Name	<hr/>			
Hotel Address	<hr/>			
	<hr/>			
Hotel POC	<hr/>			
POC Telephone #	<hr/>			
Year Hotel built	<hr/>	Last renovation	<hr/>	
Public Price at time of visit	<hr/>	MTV Price at time of visit	<hr/>	
Breakfast Included	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> No, but can purchase at location	
Breakfast Type	<input type="checkbox"/> Continental	<input type="checkbox"/> Buffet	<input type="checkbox"/> Other	<hr/>
Amenities	<input type="checkbox"/> hair dryer	<input type="checkbox"/> iron/board	<input type="checkbox"/> TV	<input type="checkbox"/> Wireless
	<input type="checkbox"/> refrigerator	<input type="checkbox"/> microwave	<input type="checkbox"/> safe	<input type="checkbox"/> alarm
Free Shuttle to	<input type="checkbox"/> Disney	<input type="checkbox"/> Universal	<input type="checkbox"/> Other	<hr/>
Types of room	<input type="checkbox"/> standard	<input type="checkbox"/> suite	<input type="checkbox"/> kids suite	
Bed Types	<input type="checkbox"/> Double	<input type="checkbox"/> Queen	<input type="checkbox"/> King	<input type="checkbox"/> Couch
Upgrade cost	<hr/>			
Special Requests	<hr/>			
Restaurant/facilities nearby	<hr/>			
	<hr/>			
	<hr/>			
Comments (Employee/Staff)	<hr/>			
	<hr/>			

PHONE CARDS

The Commander, Navy Exchange Command, (NEXCOM) on behalf of the Navy, Marine Corps, and Coast Guard, has a comprehensive license agreement with AT&T for personal telecommunications services. Accordingly, MWR may sell only AT&T phone cards. NEXCOM has negotiated with AT&T to allow MWR activities to order phone cards directly from AT&T.

AT&T requires each MWR Department desiring to sell phone cards to register their point of contact (POC). POC registration with AT&T may be done by faxing the following information to NEXCOM Commercial FAX (757)631-4182. To speak to a representative, call (757) 631-3455:

- The name of the MWR representative who will be the AT&T POC (only one primary and one alternate)
- Mailing address
- Voice phone number
- Fax number

Specific directions and information will be provided directly to designated POCs after they have registered with NEXCOM. Only one ordering POC per MWR will be allowed. AT&T cannot accommodate multiple ordering offices from a single MWR Department.

Phone cards will be shipped by AT&T already activated and will be received by MWR as accountable inventory. MWR must sell at face value, and NOT mark the phone cards down or use as promotional item.

Vending machine sales of AT&T phone cards will continue to be managed by the NEX vending program.

FACILITIES

LOCATION

ITT should be located in a high traffic area and co-located with the Leisure Travel Operation.

SET-UP

Special attention should be paid to the following areas:

- Facility size to meet demand
- Customer services area
- Brochure/display area
- Brochure storage area
- Safety
- Facility signage
- Parking
- Computer support
- Security
- Audit requirements

In order to comply with audit requirements referenced in the DoD Financial Management Regulation Volume 13, Appendix C; each individual ticket agent must have a unique log-in with password to the point of sale system, a safe or separate locked compartment in a safe, and change fund. Cash drawer and ticket drawers must close and lock when not in use.

ITT Franchise Concept

Each concept design will be marketed to the field as a complete package of the franchise look and program elements based on PET draft standards.

Design packages with franchise sources will be available by request of the field. As activities choose to sue franchise concepts, they will have support through 659 and 657 with design specs for the concepts and program elements. In order for the field activity to use the new ITT Franchise logo, they must agree to utilize the new draft standards and full franchise look of their choice.

The following goals will be established for the “model” concept office (Jacksonville has volunteered to be the model site):

- **Establish program goals that are realistic, specific and measurable and in accordance with the draft standards.**
 - Once goals are established let the program proceed. PERS-659 will assist in all phases when necessary and monitor and evaluate the program. Draft standards will be revised and validated through the first 6 months of the model operation.

The franchise concepts each field activity can choose from will include the three following looks:

- Warm look
- Cool look (first available)
- Bright look

Each franchise concept will include furniture, fixtures, carpet, fabric, tile, wall coverings, paint, counter surfacing, lighting, paint colors, laminate, etc. Activities choosing to use the franchise concept will have the following elements to choose from.

- **Lounge area**
 - An area to relax and browse the materials while waiting and deciding what you want to purchase or the location of your next vacation
- **Franchise logo and USP**
 - This would be a national logo for the franchise concept. It would have a design element that is customizable to the local office.
- **Children’s lounge area**

This area is to allocate a space designated for kids to entertain them while the parents are deciding what to purchase.

ITT Franchise Concept (Continued)

- **Theme attraction three dimensional design concept**
 - This is one of the “wow” factors. Using a retired ride car, point of sale display from a retail outlet in a theme park, etc. These concepts can be from national attractions or locally procured items.
- **Slat wall brochure display area**
 - One of the biggest challenges of the ITT operation is display space that is aesthetically pleasing without creating the look of clutter. Slat wall with the use of acrylic fixtures allows this to be possible.
- **Take a number system**
 - This would allow the customer to browse the office while waiting to purchase any tickets or tours they are looking for.
- **Tour desk**
 - This area would be handicap accessible and allow a small group to come in and get individual guidance on a local tour program across the counter while sitting comfortable.
- **Service Counter**
 - Sunken computer point of sale
 - Ticket drawers that are removable and can be moved directly into a safe without consolidating.
 - Lots of space for registration books, receipts, fax machine, photocopier, Ticketmaster system, etc.
 - The counter would be standing level to keep the traffic flow moving so patrons don’t sit and chat for long periods.
- **Back office for the ITT Manager**
 - Location for the safe
 - Computer
- **Back desk system**
 - This will give a space to spread out and do ticket inventories or work on special projects.
- **Free standing brochure racks made of slat wall**
 - This will have internal storage to store the brochures in the rack that are displayed on the rack and will be moveable for reconfiguration as needed.
- **On-line travel agent kiosks**
 - Internet kiosks for patron use to book leisure travel air tickets or to research attraction details.

Program content areas are addressed with the draft program standards.

Regional Information, Tickets & Travel “Franchise Concept”

Unanimous support of the regional & local MWR Department.

Utilization of the ITT Franchise concept and PET draft program standards.

All staff are continually trained and aware of product through first hand knowledge, i.e. Familiarization tours where appropriate.

Specialized Products should Include:

- ☐ Maps
- ☐ Driving directions to attractions
- ☐ Promotional brochures

Advise and assist regional Ticket office managers

- ☐ All ticket contracts/agreements completed regionally
- ☐ All pricing of products regionally consistent

15 Passenger Vans (two or more)

- ☐ 49 Passenger bus (or access through contract)
- ☐ 26 Passenger bus (or access through contract)

Programs Offered:

- ☐ Destination trips
- ☐ Day trips
- ☐ Over night trips
- ☐ Travel Fairs
- ☐ Youth trips (coordinated through the Youth office)
- ☐ Teen trips (coordinated through the Teen office)
- ☐ Liberty trips (coordinated through the Liberty office)
- ☐ Self-guided trips available

Program Focus:

- | | |
|--|--|
| <input type="checkbox"/> Experiential | <input type="checkbox"/> Outdoor education |
| <input type="checkbox"/> Team building | <input type="checkbox"/> Physical challenge |
| <input type="checkbox"/> Family | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Competitive | <input type="checkbox"/> Exploratory trips |
| <input type="checkbox"/> Skill development | <input type="checkbox"/> Leadership and guide training |

Regional Information, Tickets & Travel “Franchise Concept” (Continued)

ITT Franchise Concept

- A devoted building for the ITT operation
 - Lounge area
 - Children’s lounge
 - TV/VCR for attraction videos
 - Storage areas for brochure collateral
 - Customer service area
 - A resource/information area
 - Well lighted resale area with slat-wall all the way around
 - Administrative space
 - Computer server PC’s for marketing, reservations, and sales
 - Secure area for safe
 - Resource library
 - Attraction design concept
 - i.e. ride car, point of sale display

Follows the MWR ITT Master Vision

AUDIT INFORMATION

MANAGING TICKET INVENTORY

There are two types of physical ticket inventory within an ITT operation - prepaid and consignment. Each type is accounted for differently.

Prepaid Tickets

Prepaid tickets are assets and are paid for by the MWR Fund in advance of selling. They must be inventoried and recorded on the Fund's balance sheet in account 163000 until sold. Like other inventory, tickets must be strictly controlled, tracked, inventoried and accounted for. A perpetual inventory system must be maintained. This system requires tracking the movement by sequential ticket numbers of tickets at any given time including receipt of tickets purchased, ticket sales, transfers/returns, and losses. At any given time the balance as reported by the perpetual inventory system should match the balance in the Prepaid Ticket account 163000 in SAP. The perpetual inventory system should be reconciled each month to the actual physical inventory count of tickets on hand, and when possible should be maintained/monitored by someone separate from the day to day ticket sales function (as per 7000.14R, Volume 13, Appendix C, Page C-53-C-54).

Prepaid tickets should NEVER be recorded in the resale inventory accounts (151000).

Consignment Tickets

An arrangement whereby tickets owned by one party (the consignor) are sold by another party (the consignee). MWR is the consignee. The MWR Fund stocks and sell the tickets for the consignor. Tickets must be logged, properly controlled and inventoried, however, the value of the tickets should NOT be reported on the MWR Fund's balance sheet in SAP. A perpetual inventory system must be maintained. This system requires tracking the movement by sequential ticket numbers of tickets at any given time including receipt of tickets purchased, ticket sales, transfers/returns, and losses. The perpetual inventory system should be reconciled each month to the actual physical inventory count of tickets on hand, and when possible should be maintained/monitored by someone separate from the day to day ticket sales function (as per 7000.14R, Volume 13, Appendix C, Page C-53-C-54).

Return Tickets to Vendor

RecTrac 10.1 has the capability to return tickets to vendor by serial number. Prior to this, all returns must be done manually. Refer to ITT Business Process for process.

ACCOUNTING PROCEDURES

Effective 1 October 2006, the following changes were implemented to the ITT accounting procedures:

Tickets and Travel GL Accounts

In order to separately record tickets and travel related services, new GL Codes were created. 506010 (Ticket Revenue), 506020 (Tour Revenue) and 506030 (Cruise Revenue). At the same time, SAP restrictions were added to allow these ONLY with ITT Cost centers.

Record revenue

In an effort to standardize reporting throughout the MWR Departments and show vendors the true volume of ITT, all ITT revenue will be recorded at gross sales price. Gross sales is defined as the actual sales price to the customer and is also referred to as “resale price”. This gross sales price should be recorded to the revenue account, with an offsetting expense (see details below) entry to the expense account that represents the cost price (or the price MWR must remit to the ticket vendor). The net effect (revenue minus expense) represents the service charge or profit on the sale.

ITT Expense Accounts

The Ticket Expense Account (506011), Tour Expense Account (506021) and Cruise Expense Account (506031) were established to report the cost of services that have been sold, lost, or are otherwise unaccounted for. Cost price is defined as the price MWR must remit to the vendor or the cost of the service to the MWR Fund.

NOTE: The cost of all services sold, and including those lost, or otherwise unaccounted for should be debited to this account.

Beginning with RecTrac 10.1, POS can distinguish between sold or lost tickets and should be marked and recorded as such in SAP.

Tickets used for other programs and advertising and promotion may continue to be expensed to the appropriate expense accounts (e.g. advertising and promotions expense 781000 or Entertainment 787000).

Liability accounts

Effective 1 October 2006, additional liability accounts were established to identify amounts owed to vendors. The old 206000 account for consignment tickets and non-reservation vouchers became inactive. Account 202014 (Ticket Liability) should be used on DAR's and GJV's to record the cost of the consignment ticket that is actually owed to the ticket vendor. This account can be annexed to represent individual tickets in an effort to assist in monthly reconciliation. In addition, account 251020 (Unearned Tour & Cruise account) was created to separate and record travel related liability. This separation from the general 251000 will allow for manageability of the account. The Unearned Income 251000 will still be used for Hotel and Attraction Reservations.

Department Code Activity Code 55 (ITT)

Activity Code 55 - Recreation Information, Entertainment Tickets and Tours, should be used.

Transportation Tickets – Formerly Department 20 – Now use 506011 (Ticket Expense)
Should be used to record revenue and expenses associated with the sale of bus, train, ferry, sail tickets, etc. ITT sponsored tours should not be recorded using Department 20.
Transportation tickets are tickets purchased by patrons for independent travel.

Entertainment Tickets – Formerly Department 21 – Now use 506011 (Ticket Expense)
Should be used to record revenue and expenses associated with the sale of sporting venues, concerts, theme parks, hunting and fishing licenses, and other cultural or entertainment tickets.

Tours – Formerly Department 22 – Now use 506021 (Tour Expense)
MWR operated or contracted tours programs. Should be used to record revenue and expenses associated with a tours program (local, regional). Should include accommodations, transfers, transportation costs, guide service, meals expenses and other expenses. If the entertainment tour includes entertainment event tickets, the expense of the event ticket should be recorded using Department 21 as regular ticket stock.

Cruises & Travel Packages – Now use 506031 (Cruise & Travel Expense)
MWR contracted cruise and travel packages through the JSTP. Should be used to record revenue and expenses associated with a cruise or travel package.

Department Code Activity Code 54 (Leisure Travel)

Activity Code 54 – Leisure Travel should only be used in conjunction with revenue and expenses through your Leisure Travel Contractor. This is NOT to be used for ITT services.

Monitoring Tickets Using Sequential Numbers

Tickets (both consignment and prepaid) should be tracked using sequential numbers that are normally preprinted on each ticket. As instructed in *DOD Financial Management Regulation Volume 13, Appendix C, C051205*. Care should be taken to trace the movement of each ticket (receipt, transfer, and sale) using sequential numbers. If tickets received have no preprinted number, an alternate method of tracking the ticket by using the seat or row assignment, or by actually pre-numbering the ticket upon receipt from the vendor is suggested. This system of tracking sequential numbering of tickets will enable the ITT Manager or Accounting Office to identify missing, or unaccounted for tickets. Additionally, vendors may request or require ticket numbers for returns, disputes or in cases where tickets have been identified as misplaced or stolen. Tracking of sequential numbers on tickets may be performed using a manual system of recording each ticket number as sold, or can be performed using a point of sale system (or cash register). The reconciliation of sequential numbers of tickets sold vice those physically identified during the end of month inventory process should be performed by the ITT Manager, or other person(s) separate from the day to day selling function.

NOTE: FOR SAMPLE ACCOUNTING ENTRIES AND OTHER DETAILS, see the ITT Business Process on the Navy ITT Manager's Webpage at:
http://www.mwr.navy.mil/mwrprgms/itt_manager.htm

Pyramiding

Pyramiding refers to the layering of income and/or expenses within financial statements. For example, an MWR club provides food service to the ITT Travel Fair, all costs associated with the provision of this service (food and labor) should be transferred to ITT expense line. Under no circumstances should the food and beverage division “charge” ITT a flat rate, thereby recording revenue to the food and beverage division and on offsetting expense to ITT.

Likewise activity between MWR components within the same MWR should not result in the generation of paper “revenue”. In cases where one MWR facility or activity provides goods or services to another, expenses should be transferred to the activity receiving the goods or services. Activities should not “charge” each other service charges, fees or “sell” items to each other.

Intra Company

Intra company is when tickets are transferred to another MWR activity or program. A mess requisition, merchandise transfer document, memo, or other locally developed form should be completed by the requesting activity and should be signed by both the requester and the ITT Office staff. The transfer document should be prepared as the transfer takes place with a copy forwarded to the Accounting Office before the end of each accounting month to ensure proper transfer of custody and expense.

Example: The MWR Liberty Program requests the assistance of the ITT manager to procure 20 tickets to a Sumo wrestling match. They are prepaid tickets that cost \$20.00 each and resale for \$22.00. The shipping cost is \$7.50. They are ordered specifically for the Single Sailor Program, with none of them for use by ITT.

The following procedures should be followed:

1. Forward receiving copy of the purchase order to the Accounting Office for payment. The ITT manager should ensure a notation is made on the purchase order that indicates the tickets are to be charged to the Liberty Program.
2. The Accounting Office pays the invoice. The entries will be as follows:

DR Liberty Ticket Expense 705000	\$ 407.50	
CR Accrued Liability 163000		\$ 407.50
If they had been consignment tickets		
DR Liberty Ticket Expense 705000	\$ 407.50	
CR Accrued Liability 202014		\$ 407.50

NOTE: Tickets should be charged to the Liberty Program at cost. No fee or surcharge should be assessed another MWR program (such as Youth Activities, Child Development or Fleet Recreation) or activity when tickets are purchased or transferred for program use.

Waste or Unsold Tickets

Example: ITT purchases 50 prepaid concert tickets. The cost price for each ticket is \$15.00 and resale price (gross sales price) is \$17.00. At the end of the day of the concert, there are 5 unsold tickets remaining at the ITT Office. The ITT Manager must account for these unsold tickets. The ITT Manager should attach the unsold tickets (voided) to the DAR or other locally required form indicating the tickets are “waste” or unsold/expired tickets.

The Accounting Office will make the following entries on the DAR or GJV:

DR Prepaid Liability 163000	\$ 75.00	
CR Ticket Revenue 506010		\$ 75.00

NOTE: In cases where it appears that tickets will go unsold, the ITT Manager (with approval by MWR Director) may reduce ticket price or use unsold tickets as “giveaways”. This is a local management decision. These should go to patrons and not MWR employees. Care should be taken to document the handling in each case, ensuring there is proper documentation on file to support an audit trail. Additionally, the Business Office should be informed to ensure proper accounting for unsold tickets or reduced price tickets.

Bonus Tickets Received

MWR purchases 1000 tickets from Magic Mountain. Tickets cost \$12.00 each and resale price is \$15.00 (gross sales price). Magic Mountain sends MWR 10 additional tickets at no cost to MWR. Upon receipt of all 1010 tickets (receiving performed by someone separate from the day to day selling function), notation should be made on the receiving document or packing list (bonus tickets may or may not be noted on the invoice) that 10 FREE/BONUS tickets were received.

When processing the invoice for payment, the Accounting Office should make the following entry on the RSWC (or GJV if preferred):

DR Prepaid Tickets 163000	\$12120.00	
CR Vendor 201010		\$12000.00
CR Bonus Merchandise 819000		\$ 120.00

Bonus or no cost tickets (or merchandise) should always be recorded to the Bonus Merchandise account (819000) regardless of how the tickets will be used (“giveaways” or sold in order to help reduce cost price). The accounting method should always remain consistent no matter how the bonus ticket (or merchandise) is disposed of.

Third Party, Contracted Leisure Travel Agency or JSTP Commissions

Commissions received from outside third party contracted agency or the Joint Services Travel Program (JSTP) should be recorded in Account 594000.

To record receipt of commission check for \$250 received from JSTP. The following entry should be made on a DAR:

DR	Intercompany Cash 101060	\$ 250.00	
CR	Other Commissions 594000 ITT Cost Center		\$ 250.00
	Assignment = Base Identifier		
	Text = AFVC JUL-SEP 07		

Centralized Commissions

The monies for central contracts such as AFVC, SuperClubs, or Shades of Green will be sent back to the field's Program Cost Center to assist in promoting these programs and encouraging local vendors onto MTV or similar ticket less options. CNIC transfers this amount to the designated account, per base request on a quarterly bases with text = type of commission. (Example: AFVC JUL-SEP 07, SUPERCLUBS JAN-MAR 08, Shades of Green OCT-DEC 07)

DR	Intercompany Cash 101060	\$ 2,000.00	
CR	Other Commissions 594000 ITT Cost Center	\$ 2,000.00	
	Assignment = Base Identifier		
	Text = AFVC JUL-SEP 07		

Profit Sharing received from Military Ticket Program (MTP)

Accounting Office receives notification from MTP that \$600.00 has been earned by the local MWR for participating in the consignment ticket program. The Accounting Office should apply the credit to the next payment to MTP for consignment tickets sold during the month. In this example the Accounting Office owes MTP \$5600.00 for consignment tickets sold during the month of May.

The following entry should be made to pay MTP:

DR	Vendor 4000010362	\$5600.00	
CR	Dar Clearing		\$5000.00
CR	Miscellaneous 569000		\$ 600.00

Manual Ticket Process

In the event your Point of Sale goes down, you should have a Manual Ticket Sales in Process. You may tailor the SOP and Form Examples on the following pages to your office.

Manual Ticket Process SOP Example

DEPARTMENT OF THE NAVY
YOUR DEPARTMENT
CITY, STATE and ZIP

RESOP #####
Code ##

MORALE, WELFARE, AND RECREATION DEPARTMENT SOP #####

From: YOUR BASE (CODE)

Subj: MWR DEPARTMENT INFORMATION, TICKETS & TRAVEL STANDARD
OPERATING PROCEDURES FOR TICKET AND VOUCHER SALES

Ref: (a) BUPERSINST 1710.11C
(b) BUPERSINST 7043.1B
(c) DODINST 7000.14-R (Volume 13)
(d) ITT STANDARDS
(e) MILITARY TRAVEL VOUCHER (MTV) HOTEL SOP EXAMPLE
(f) MILITARY TRAVEL VOUCHER (MTV) ATTRACTION SOP EXAMPLE

Encl: (1) CONSIGNMENT AGREEMENT EXAMPLE
(2) MANUAL ITT DAR NON RETAIL
(3) MANUAL ITT DAR RETAIL
(4) MANUAL SERIALIZED TICKET SALES REPORT
(5) MILITARY TRAVEL VOUCHER EXAMPLE
(6) MANUAL VOUCHER SALES REPORT

1. Purpose. To establish policies and procedures for the daily sales of the Information, Tickets & Travel Office in the event their point of sale (POS) system/cash register is inoperable.

2. Cancellation. **This is the first instruction.**

3. Background. The mission of the Information, Tickets and Travel (ITT) programs is to responsively offer a diverse array of value-priced tickets, travel/tour services and information as well as local information to the military community through a convenient facility staffed by friendly, customer-oriented professionals.

Procedures for the payment for goods and services and inventory control provided by the MWR Department are addressed in references (a) through (e).

4. Action. The procedures set forth shall be complied with at all times.

Manual Ticket Process SOP Example (Continued)

5. Local and regional attraction tickets shall be sold through ITT. Tickets are contracted on a consignment basis between the ITT Manager and attraction representative. All local tickets, not ordered through the Military Ticket Program (MTP) shall have a signed current consignment agreement on file at the ITT Office. A copy of the Consignment Ticket Agreement is attached as enclosure (1). Per reference (b) the ITT Manager is authorized to sign consignment ticket contracts. ITT ticket sell prices shall be set in accordance with ITT standards.

a. As tickets are sold, a manual three part receipt will be completed for each transaction. Each manual receipt must be a 3-part serialized and contain at a minimum; date of transaction, ticket type, unit cost, serial number and final sale total. The receipt book can be designed specially for the office or bought at Servemart or Office supply store. The ticket number shall be entered on the ITT Manual Ticket Sales Report with a copy being turned in with the Daily Activity Record with a copy of the manual receipts. A copy of the Daily Activity Record (DAR) for Non-Retail and Retail is attached as enclosure (2) and (3). At day end, ticket numbers that were sold shall be highlighted in the ticket log book and the sold date. RecTrac maintains serial numbers and a manager will have to go into RecTrac to mark them as sold and the sold date. A copy of the Manual Ticket Sales Report Manual is attached as enclosure (4).

7. The Military Travel Voucher (MTV) program is extended to all ITT offices by the Department of the Army.

a. ITT offices shall maintain a paper listing of attractions and hotels offered through the MTV program website. The MTV is attached as enclosure (5) and shall be completed by the ITT office to include confirmation number. The Customer receives the white copy, the yellow copy is submitted with the DAR to the local Accounting office and Pink copy is for the local ITT records. ITT shall keep a small back up of paper vouchers in the event of POS failure.

b. As vouchers are sold, a manual three part receipt will be completed for each transaction. Each manual receipt must be serialized and contain at a minimum; customer name, date of transaction, attraction or hotel name, unit cost, serial number and final sale total. The voucher number, attraction or hotel name, receipt number and customer last name shall be entered on the ITT Manual Voucher Sales Report with a copy being turned in with the Manual DAR. RecTrac produces a DAR of all sales and money distribution. At day end, voucher numbers that were sold shall be entered in the voucher log book and the sold date. ITT Managers must maintain a copy of the manual monthly vouchers to add to the RecTrac A copy of the Manual Voucher Sales Report which is attached as enclosure (6).

c. The Accounting office shall remit payment to the attraction or hotel by copy of the yellow MTV and/or RecTrac MTV Commission Report. Payments shall be made based on obligation and paid by the 15th of each month after customers stay date. The ITT Office does NOT wait for invoice.

AUTHORIZATION PRINTED NAME HERE

Distribution:
Lists I and II

Daily Activity Record (DAR) Example

DAR ACCOUNTING CLERK SECTION IV				ITT		Region POC: (Name here)	
Document date		Doc. Type	Co. Code	ITT MGR. - (Name here)		DSN # (###-####)	
<input type="text"/>		<input type="text" value="SD"/>	<input type="text"/>	REG ACCT MGR. - (Name here)			
Posting date		Period	Facility DSN # (###-####)				
<input type="text" value="01/00/00"/>		<input type="text"/>	<input type="text" value="DAR"/>		Page 1 of 4		

PK	Co code	Account	Amount	Cost Ctr	Description	Assignment	Test
40	0	101000	\$ -		Cash Exp		
40	0	110000	\$ -		Credit Cards		ITT
40	0	705000	\$ -		Ticket Exp		
40	0	790000	\$ -		Golf Exp		
40	0	251000	\$ -		Unearned Inc		
40	0	812000	\$ -		Storage		
40	0	501000	\$ -		Refunds		REFUND
40	0	103000	\$ -		Refunds	BREAKDOWN - SEE PAGE 2	
40	0	206002	\$ -		Refunds	BREAKDOWN - SEE PAGE 3	
40	0	202000	\$ -		Refunds	BREAKDOWN - SEE PAGE 4	
40	0		\$ -				
40	0		\$ -				
		TOTAL DEBIT	\$ -				
50	0	501000	\$ -		C. Car Exp		
50	0	501000	\$ -		Ticket Exp		
50	0	501000	\$ -		Prog Exp		
50	0	301000	\$ -		Realty Exp		
50	0	501000	\$ -		Managers		
50	0	501000	\$ -		Flowers Exp		
50	0	812000	\$ -		Storage		
50	0	110000	\$ -		Credit Cards		ITT REFUNDS
50	0	103000	\$ -		SP Tickets	BREAKDOWN - SEE PAGE 2	
50	0	206002	\$ -		CON Tickets	BREAKDOWN - SEE PAGE 3	
50	0	202000	\$ -		Vouchers	BREAKDOWN - SEE PAGE 4	
50	0		\$ -				
50	0		\$ -				
		TOTAL CREDIT	\$ -				
TOTAL DIFFERENCE			0.00				

Manual Serialized Ticket Sales Template Example

[illegible]

CLERK PRINTED NAME: _____

CLERK SIGNATURE: _____

TICKET RECEIVING PROCEDURES

In concurrence with DOD Financial Management Regulation Volume 13, Appendix C; receiving clerk is to complete the following:

- 1) Obtain countersignature of departmental personnel to whom merchandise is turned over on delivery on both copies of the purchase order and the vendor's delivery slip;
- 2) Forward a copy of the annotated purchase order and the vendor's delivery slip to the bookkeeper as evidence of receipt to support the bill-paying process; and 3) Retain a copy of the purchase order at the receiving activity for future reference.

Each ticket agent acting as a receiver or purchaser must be designated in writing. The ITT Manager is required to retain a copy of these letters and surprise cash counts on file.

In concurrence with BUPERINST 7043.1B, Agent should be designated as authorized caller against Blanket Purchase Agreement (BPA) and ITT Manager retain a copy of this authorization letter.

NAF BUDGETING TIPS

Things to consider in preparing for the NAF budget are:

- patron base increases or decreases
- price increases
- relocation of the program or a facility renovation
- off site expansion
- staff changes
- upcoming events, concerts and travel discounts
- seasonal demands
- training and travel opportunities
- increase or decrease in services offered and commissions

When preparing your budget you should consider what your target pre-paid ticket inventory should be based on seasonality indexes. Base your budget projections on any changes that may affect the ability to generate income such as new initiatives or new programs. Planning the upcoming budget is an ongoing process, but most commands begin the budget process in the March/April time frame. The budget call from NPC (NPC-652) is released to the installation in May is due to the Echelons in July, then to NPC (NPC-652) by the 15th of August. Contact your local Business Manager or Accounting Office for local NAF Budget guidance.

HOW TO READ SAP FINANCIALS

First, check with your accounting office if they have SAP Training scheduled or can walk you through the basics. You may also contact the SAP Help desk at MILL_MWR_SAPHRHelpdesk@navy.mil or Commercial 901.874.6510 or DSN 882-6510.

For example, Activity 55 Rec. Information, Tickets & Travel Executive Summary report reflects both the current month and YTD revenue and expenses with a bottom line net profit/loss. The profit/loss is computed by subtracting total expenses from total revenues. Total revenues are that part of the ITT operation that results from daily sales. Total expenses are the costs of conducting business (expenses should be reported within the same accounting month when incurred). An additional column displays the same data for the last fiscal year to date (YTD) and should be used for comparison and trend analysis purposes. This “roll up” for Activity 55 shows all general and administrative expenses as well as departmental sales and expenses (e.g. tickets, tours, resale, salary, etc.) and provides an overall report of the operating results of the ITT operation and how the Activity contributed to the overall profit or loss of the MWR Fund.

General and administrative (G & A) expenses are defined as expenses that benefit two or more activities or departments, but are easily broken down. Examples include telephone charges, utility expenses, management or oversight expenses. These expenses will be reflected on the SUMOPS. These expenses are recorded using the department code “00”.

A further breakdown is provided to reflect how a given department (such as, resale, tickets, tours, and cruises) contributed to the overall profit or loss for the activity. This report is the Department Operations Statement (DEPOPS) which follows the activities SUMOPS. The statement is in the same format as the previously mentioned SUMOPS but itemizes revenues and expense by Expense type (resale, tickets, tours, or cruises) and does not include expenses considered general and administrative.

Some other important features to know within SAP are:

- Locate a vendor number and read their details (address, telephone number, email of remittance and if EFT or check/credit card vendor)
- Track all payments and open items for a vendor
- Interpret your Prepaid liability account
- Interpret your Unearned (251000 and 251020) accounts
- Match your POS sales to SAP DAR
- Obtain your Budget Performance Activity
- Locate all your cost centers associated with your operation

PERSONNEL**QUALIFICATIONS**

The Factors to consider when determining what skills and qualifications to look for are:

- size of the operation
- scope of the services provided
- number of personnel supervised
- growth potential, (or whether the operation needs to be scaled down).

NOTE: Local HRO or NAF Personnel office are the best resources for this information.

POSITION DESCRIPTIONS

You may view standard NF-1, NF-2 and NF-3 ITT related Position Descriptions on the MWR website at: <http://www.mwr.navy.mil/jobs/nafpd.html> NF-4 position descriptions are location specific and should be worked through your local HR department in conjunction with CNIC HR. See Review Recreation Specialist (Community) and Recreation Specialist (ITT Manager) examples on the following pages. These positions have been classified locally by individual installation Human Resource offices or NAF Personnel offices.

Ensure PDs are reviewed annually and upon each recruitment as our business practices change.

Recreation Specialist (Community) GS-09/NF-04 Example

RECREATION SPECIALIST (COMMUNITY)

GS-188-09

I. INTRODUCTION

This position is located in the Morale, Welfare and Recreation (MWR) Department/Recreation Services Division, xxxxxxxxx. The incumbent is responsible for planning, supervising, implementing and evaluating basewide community programs, activities and events for 20,000 active and retired military personnel and their dependents and other authorized personnel. These programs include trips and tours, command special events, young adult program, ticket operations, classes, workshops and other recreation opportunities related to the needs of the military community.

II MAJOR DUTIES AND RESPONSIBILITIES

- Schedule a year round tour program including: concert trips, sporting event, one-day sightseeing trips, and overnight tours to local points of interest. Ensure that tours are publicized, trained volunteer or part-time guides are provided and that all travel arrangements are made in accordance with established guidelines.
- Plans and administers a variety of special events including the command Christmas tree lighting, holiday away from home program, Christmas eve and annual air show. Ensure events are coordinated with local interest groups if required and that these events maximize MWR facilities to the maximum extent possible. Develops and coordinates new special events as assigned by supervisor.
- Administers programs, workshops and classes not related to one specific MWR facility. Solicits volunteers and /or instructors for these programs and ensures that all supplies and equipment are available. These programs include, but are not limited to: dance lessons, leisure skills workshops, piano lessons, and seminars.
- Oversees the Recreation Services ticket operation to include: purchasing group tickets, monitoring current ticket operation, establish guidelines for ticket operation and work as liaison with other ticket operations and agencies in the area.
- Provides annual budget requirements for all programs administered. Initiates orders for supplies and equipment required to support programs in accordance with local guidelines and instruction.
- Supervises the operation of the Young Adult Program, which includes administration of office located in barracks. Provides information about MWR programs to enlisted personnel, and organizes trips, programs, activities, and special events especially designed for personnel living in the barracks. Program ideas and guidelines are provided by BUPERS

Continued on next page

Recreation Specialist (Community) GS-09/NF-04 Example

- Is responsible for evaluating the effectiveness of established programs and making recommendations to supervisor for improvements or modifications of programs.
- Responsible for the supervision of all staff related to the operation of young adult program, trips and tours, and special event programs. Duties include: staffing, recruitment, selection, training and evaluation of all employees.
- Establishes fees and charges for programs and ensure that the collection of funds is in accordance with local guidelines and instructions.
- Assists MWR manager when additional help is requested. This would include, but not limited to youth Easter egg hunt, outdoor recreation center ski tours, classes and special events offered at the enlisted club, CPO club and officer's club.

III FACTORS**Factor 1. Knowledge required by the position**

- Incumbent must be well versed in the administration of a variety of recreation programs and have both the technical and practical knowledge to carry out such programs as trips and tours, command wide special events, young adult program, ticket operation, and the formulation of recreation classes.
- Skill in assessing the needs of patrons and determining what programs and events will be of interest to patrons.
- Knowledge of current recreation trends, techniques, and materials available to administer a variety of recreation programs.
- Skill in analyzing costs/income to achieve a self-supporting program.
- Knowledge of non-appropriated fund and appropriated fund personnel guidelines to include: EEO recruitment, training, staffing and evaluation.
- A baccalaureate degree from an accredited college or university with a course study in the field of Recreation or a closely related field of study.

Factor 2. Supervisory control

The immediate supervisor of this position is the Recreation Services Division Head. Work is assigned by the supervisor as he/she deems necessary to fulfill the mission of MWR. Supervisor provides advice and guidance within the established guidelines of MWR. Work is reviewed by the immediate supervisor on the basis of achievements, innovations and comments of patrons.

Continued on next page

Recreation Specialist (Community) GS-09/NF-04 Example

Factor 3 Guidelines

- Interprets manuals, directives and publications prescribed by higher authorities that effect the operations of the local Recreation Services Division. Verbally discusses policies with the appropriate management personnel and follows written standard operating procedures when available. Insures compliance of all directives. Such directives relate to management and administration of personnel, finances, supplies, property and equipment, programs and general administrative procedures.

Factor 4 Complexity

- The work includes following established steps and processes associated with organizing general recreation activities. The incumbent must keep abreast of all current trend, new techniques and will work with a minimum amount of suppression with serious questions and problems referred to supervisor for decision.

Factor 5 Scope and Effect

- The purpose of the work is to provide a variety of recreation programs for the Navy community. These programs and services will directly contribute to the physical and mental well-being and morale of the participants.

Factor 6 Personal Contacts

- Contacts are with participants, trips and tours support services, recreation program providers, community groups and other MWR staff.

Factor 7 Purpose of Contact

- Contact with patrons is on a daily basis in the operation of activities. Contacts with community groups and trip/tours services are made in the planning programming of events and tours. Contacts with the MWR staff are made in the planning of command events, organizing of classes and publicizing of events/activities.

Factor 8 Physical Demands

- The physical activities of this position are standing, setting up table and walking. Bending and carrying of items of up to 50 pounds.

Factor 9 Work Environment

- Activities involve everyday risks or discomforts which require normal safety precautions. Hours will vary according to workload and when activities are scheduled. The office area used for planning is adequately lighted and ventilated.

Recreation Specialist (ITT) GS-0188-07/NF-03 Example

INFORMATION, TICKETS AND TRAVEL MANAGER
GS-0188-07/NF-03I. Introduction

This position is the Manager of the Information, Tickets and Travel Office (ITT) of the Morale, Welfare and Recreation Department at (*base name and location here*). The primary objective of the position is to provide a versatile Information, Tickets, and Travel program for military personnel and their dependents, retired military and Department of Defense (DoD) civilian employees.

II. Major Duties and Responsibilities

Administers a comprehensive and versatile information, ticket, and tours program, for military personnel, their dependents, retired military personnel, and Department of Defense civilians. Sells tickets to concerts, attractions and other events. Establishes and maintains close working relationships with independent travel operators, restaurants, hotels/motels, theme parks and attractions in the local commuting area. Periodically act as a tour guide, or individually investigates tour destinations to insure maximum success and patron satisfaction. Packages, prices, and schedules tours to meet anticipated demand, and according to availability of destination, costs, and probability of success.

Prepares, monitors and evaluates ITT NAF and APF budget to include UFM monies for annual budget and monthly status reports of variances and inventory differences to the proper chain of command.

Acts as the multiple base/site coordinator of tours, cruises or Annual Travel Show. Organizes locations, dates and times with local bases and incorporates into the Nationwide ITT Travel Show schedule. Markets tours through all ITT/ITR Offices.

Operates the MWR ITT Office. Ensures any special needs for the customers are included in cruise, hotel or dinner reservations. Responsible for collecting money, any tickets or documents that are picked up are paid for with cash, check or credit card before the deadlines or upon reservation. Responsible for preparing separate daily activity reports (DARS) for cruise and hotel commissions on a daily basis, or as needed. Maintains control of all commissions received by day and by month and tracks them to ensure proper commission rate is received from vendor.

Orders and sells various theme park tickets. Collects money from all sales and rings through cash register. Responsible for joint events with other MWR programs, such as over night trips with the Liberty Program to include hotel reservations, bus reservation and tickets for attractions or Youth Activities trips to include bus reservation, driver and tickets at cost. Follows up on all changes to tickets, price changes, additions and deletions. Submits invoices and goods movements to accounting department for payment.

Continued on next page

Recreation Specialist (ITT) GS-0188-07/NF-03 Example (Continued)

Responsible for marketing campaigns for all ITT tours, prices and special events submitted to the Marketing Department. Development of marketing strategy based on Navy and local MWR regulation, leisure needs results, in-house generated ideas along with other MWR department needs.

Orders and sells prepaid discount tickets for all other local attractions. Maintains control of ticket stock and re-orders as necessary. Request proper SAP documentation and gathers all payment information for tickets prepares purchase order request and submit to accounting department for payment.

Negotiates local contracts on the Nationwide Military Ticket Voucher (MTV) Program in conjunction with the U.S. Army and Marine Corps. Inputs, updates and certifies contracted rates for all hotels, attractions and events on the MTV Program. Notifies the proper point of contact for quality assurance issues and amendments.

Maintains fixed assets, to include buses and change and petty cash funds.

Prepares Daily Activity Record (DARS) and issues receipts for money collected each day, making sure that the DAR is filled out correctly and cash register is closed properly. Secures all money, checks, credit card charge slips and cash register tapes, includes with DAR and drops in the night depository.

Operates ITT Fax and copier. Maintains log of all incoming and outgoing faxes and calls and collects fees that are due.

Responsible for control of attraction and hotel brochures. Keeps supply stocked and re-orders when necessary. Keeps the brochure racks stocked with attractions within travel area of patrons.

Factor 1: Knowledge Required By The Position

Knowledge of the organization, functions and operation of the station, higher echelon command and their relationship to other federal activities and private industry.

Practical knowledge of the broad aspect of the travel industry in order to insure high quality travel and tours at the best possible prices.

Hold an Associate's Degree in a related field from an accredited University or equivalent experience in Information, Tickets and Travel or two to three years experience in related Information, Tickets and Travel field.

Ability to effectively and efficiently develop a departmental operational plan to meet the needs of a diverse ITT program with its many unique leisure time offerings. Skilled in evaluating customer input and feedback, leisure trends, marketing strategies and trends to ensure a well-balanced program. Knowledge of a variety of principles, concepts and techniques of marketing, sales, writing and communication skills.

Continued on next page

Recreation Specialist (ITT) GS-0188-07/NF-03 Example (Continued)

Ability to accurately handle and account for funds received. Ability to track trends and past sales for proper ordering procedures. Follows all accounting policies and auditing procedures.

Working knowledge and understanding of budgetary processes. Must have skills in analyzing costs/income to achieve a self-supporting program.

Knowledge of a variety of computer skills to include, but not limited to Word, Excel, Office, Access, Internet searches and Point of Sale Systems.

Must be able to deal tactfully with the public, follow written and verbal instructions and communicate the same to patrons.

Incumbent must have knowledge and experience in public relations, personal management and the relationship of the military and civilian community so that effective and diplomatic communication is maintained, orally and in writing.

Practical knowledge of managerial and supervisory responsibilities to make the most effective use of manpower, materials and equipment, which provides optimum satisfaction while maintaining a cost-effective tour operation.

Knowledge of marketing and promotional techniques for effective advertising and dissemination of tours information. Technical and practical knowledge to carry out programs such as trips, tours, cruises, etc.

Annually attends a MWR sponsored training or conference to keep up to date on trends. Courses in travel and tours industry are helpful. Must have the skills to assess the needs of patrons.

Factor 2: Supervisory Controls

The supervisor sets the overall objectives of the ITT Program and provides consultant services as needed by the employee in planning and developing program priorities and schedules, and determining how and when work is to be done and how resources will be allocated. On the whole, however, the size and specialized nature of the program place heavy responsibilities upon the incumbent to plan and carry out the many diverse activities involved, with unusual independence in both the planning and the program operation stages.

Incumbent has total responsibility for and independence in planning and implementing for the information ticket and tours. Work is reviewed in terms of the program's successful operation, patron satisfaction and Command satisfaction. The incumbent plans and carries out various phases and projects of the program and handles problems and deviations in accordance with instructions and policies.

Continued on next page

Recreation Specialist (ITT) GS-0188-07/NF-03 Example (Continued)

The employee plans and carries out the various phases and projects of the program and solves problems and deviations in accordance with operating policies and instructions, skills and knowledge gained through previous training or experience, or accepted practices in recreation programming. ITT programs are evaluated and reviewed for quality level with regards to meeting the needs and interests of program participants and meeting program objectives.

Factor 3: Guidelines

Departmental, command and local guidelines are available for the ITT programs; however, these do not completely identify specific programs and activities to provide specific steps and processes in planning and management. The size and diversity of the program are such that the employee must use judgment in interpreting and adapting policies, regulations and procedures to insure the timely implementation and the resolution of problems not covered by guidelines. As the result of ongoing analysis of program progress and results, the employee determines areas of inadequacy in guidelines and recommends changes, which will correct problems and promote the more effective achievement of program objectives.

Factor 4: Complexity

The many different and unrelated processes, methods, and procedures relating to a program of this size and diversity must be carefully managed in the interest of efficiency and effectiveness of plans, activities and results. The volume of activities not only represent an enhanced program of exceptional breadth and depth, but they must be planned and conducted in the face of several program management elements which further complicate the program. Decisions on activities require assessments of participant's interests and needs, of financial availability, human resources and of volunteer management and program management. The successes of programs require ongoing interpretation of program developments and trends, a wide range of decisions regarding program and techniques to be used in solving program problems and deficiencies. Skill in developing new methods, approaches, and procedures for the most effective management of a program of unusual size and complexity.

Factor 5: Scope and Effect

The purpose of the work is to supervise and coordinate staff to ensure they are capable of providing these programs. Incumbent will develop programs that will contribute significantly to the quality of life of all participants. Incumbent will develop program policies and procedure for a variety of problems, questions, and situations, which are typical of the activities, services, and operation of a large ITT program.

Continued on next page

Recreation Specialist (ITT) GS-0188-07/NF-03 Example (Continued)

The work involves the application of basic to complicated interpretations of program policies, rules, standards, and guidelines, test and measurements for effectiveness of the overall program. Evaluating program effectiveness against criteria and participant interest needs and analyzing and finding solutions to program problems and questions. Evaluation of effectiveness of programs must include public surveys, audience attendance, actual participation, and customer input on effectiveness of the program.

Factor 6: Personal Contacts

Most personal contacts are with participants, including military and civilian base personnel, retired military and their dependents, volunteers, and full/part-time staff. Additional contacts are with Navy Region (*Region name here*), CNI Millington Detachment and other uniformed services information, ticket and tours representatives, high level military and civilian managers on base, visiting dignitaries, counterparts in the Navy and other military services, military commanders, and other base organizations.

Contacts also include professionals in the civilian community and national organizations, as well as individuals and organizations off-base for the purpose of enhancing the overall program.

Factor 7: Purpose of Contacts

Purpose of contacts is to plan, implement, and administer the programs within the ITT department. Ensures programs and services are current by obtaining current trend information from off-base recreational organizations. Contacts are also used to seek volunteers.

Factor 8: Physical Demands

The work requires physical exertion when, escorting groups or in moving and setting up equipment for special events/ programs such as the annual Travel Fair. Walking, lifting, standing, stooping, bending, etc. are at times required

Factor 9: Work Environment

Work is usually performed in an office. Some outside work is necessary which exposes to a variety of temperatures and weather conditions. While most program administration is office related, actual conduct of activities requires attendance. The work area is usually adequately lighted, heated, and ventilated.

MARKETING

Target populations:

- Active Duty
- Tenant Commands
- Senior Travel Clubs
- Youth Program
- Young Adult Programs
- Spouse Clubs
- Family Child Care Program

Possible Advertising Outlets:

- Base Newspaper. Prepare press releases for submission to PAO. Always be ready to plug in an article or photo with on line caption about your operation. Sometimes they can squeeze in a photo with one line vice an article.
- Plan of the Day (POD). Submit information regularly for this publication.
- Bulletin Boards. Utilize MWR and other bulletin boards. Keep up to date information and always remove out-dated materials quickly.
- Table tents. Place table tents on MWR food facilities, work with NEX food court and on base banking.
- Flyers. Be creative. Post flyers on the back of bathroom stall doors, end of passageways, and other MWR facilities.
- Promotional Products: Available from vendors
- Cross-Marketing: In all Fleet, Family Readiness (MWR, Housing and Family Support) facilities
- Marquee: Update it! USE IT!!!!
- Presentations at Indoctrination's and Special interest clubs

Regional Networks

A regional network should be able to:

- Benefit all armed forces installations in your region.
- Consign tickets in bulk and minimize the amount of paperwork for each ITT office. Standardize prices for the patron.
- Facilitate better communication and use of resources among nearby ITT Programs.
- Regional tours will allow all ITT Offices, regardless of base size, to benefit from volume sales and increased profit.

NOTE: For Regional Tour accounting, check out the ITT Business Processes.
--

TRAINING

All ITT employees should develop an Individual Development Plan (IDP), enabling them to recognize training needs to meet the requirements of their present job and to prepare them for future positions within MWR. Training available for personnel working with ITT programs include, but are not limited to:

- On-the-Job Training (OJT)
- Familiarization (FAM) trips
- Annual Joint Service Training
- Biennial Seminar at Sea
- Vendor fairs
- Agent training at: www.travelagent.net
- MWR Manager's Course
- Leadership Skills for Managers
- SAP Training
- Customer Service Training and Coaching

To find out what other training is available, refer to the CNIC MWR Training Branch website or contact the Navy ITT Program Manager at cnic_mill_mwrnavyitt@navy.mil.

On-the-Job Training

A local systematic approach to on-the-job training (OJT) is strongly encouraged. The vast majority of training offered locally is informal and unstructured OJT. Assistance in conducting OJT is available through the MWR Manager's Course and CNIC. To that end, CNIC Training Branch administers a Media Resource Center (MRC). The mission of the MRC is to provide professionally produced and up-to-date technical, management, leadership, and motivational videos, such as CLIA Training videos, to supplement the training programs of Navy MWR departments. The MRC is available at no cost on a first-come, first-served basis. In times of budget constraints, these materials offer activities an attainable, low-cost alternative to more formal employee training and development.

Familiarization Trips

Familiarization (FAM) trips are authorized for personnel who are tour planners and ticket staff selling destinations. It is also reasonable for the person negotiating contracts for a destination to participate in a Familiarization trip.

The destination must be one that is reasonable, within the drive travel market. For example, if an ITT manager is located in San Diego, and there is a FAM trip offered in Chicago, this is not a reasonable destination within their drive travel market. This office may sell services (attractions, hotels and destination packages) for destinations in Chicago, but this does not constitute the San Diego drive market. Be responsible or we may lose the right to participate in FAM trips altogether!!!!

The offer for a FAM trip may not be solicited. It must be available to anyone in the industry. A FAM trip could include transportation, tickets, meals, hotel, programs, . It may not include gifts in excess of the standards of conduct. This is to control and track the FAM trips and insure they are only utilized by authorized staff.

<p>NOTE: As per BUPERINST 1710.11C, in order to participate in a FAM trip the employee must be on orders. Kissimmee Marketing Seminar is a training not a Familiarization tour.</p>
--

TUITION COSTS AND REIMBURSEMENT

Tuition costs of approved educational courses, if reasonably related to the employee's present position, or a higher level position within the organization, may be authorized by the commanding officer. The commanding officer may delegate this authority to the MWR director within the scope of an established tuition reimbursement program within the activity.

Please refer to the Joint Services Travel Manual for complete cruise training reimbursement guidance.

Contact your Local or Regional HR Department to locate specific training reimbursement forms. For details and to complete the Standard Form 182, Authorization, Agreement and Certification of Training, go to http://www.opm.gov/forms/pdf_fill/SF182.pdf

Authorization, Agreement and Certification of Training Example

AUTHORIZATION, AGREEMENT AND CERTIFICATION OF TRAINING			A. Agency, code agency subelement and submitting office number		B. Request Status (Mark (X) one) <input type="checkbox"/> Resubmission <input type="checkbox"/> Initial <input type="checkbox"/> Correction <input type="checkbox"/> Cancellation	
Section A - TRAINEE INFORMATION <small>Please read instructions on page 6 before completing this form.</small>						
1. Applicant's Name (Last, First, Middle initial)			2. Social Security Number/Federal Employee Number		3. Date of Birth (yyyy-mm-dd)	
4. Home Address (Number, Street, City, State, ZIP Code) (Optional)			5. Home Telephone (Optional) (include Area Code)		6. Position Level (Mark (X) one) <input type="checkbox"/> a. Non-supervisory <input type="checkbox"/> b. Manager <input type="checkbox"/> c. Supervisory <input type="checkbox"/> d. Executive	
7. Organization Mailing Address (Branch-Division/Office/Bureau/Agency)			8. Office Telephone (include Area Code and Extension)		9. Work Email Address	
10. Position Title		11. Does applicant need special accommodation? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, please describe below		
12. Type of Appointment		13. Education Level (click link to view codes or go to page 7)		14. Pay Plan		15. Series
				16. Grade		17. Step
Section B - TRAINING COURSE DATA						
18a. Name and Mailing Address of Training Vendor (No., Street, City, State, ZIP Code)			18b. Location of Training Site (if same, mark box) <input type="checkbox"/>			
			19. Vendor Telephone Number		19d. Vendor Email Address	
20a. Course Title		20b. Course Number Code		3. Training Start Date (Enter Date as yyyy-mm-dd)		4. Training End Date (Enter Date as yyyy-mm-dd)
5. Training Duty Hours		6. Training Non-Duty Hours		7. Training Purpose Type (Click link to view codes or go to page 8)		8. Training Type Code (Click link to view codes or go to page 8)
9. Training Sub-Type Code (Click link to view codes or go to page 8)		10. Training Delivery Type Code (Click link to view codes or go to page 12)		11. Training Reservation Type Code (Click link to view codes or go to page 12)		12. Training Credit
						13. Training Credit Type Code (Click link to view codes or go to page 12)
14. Training Accreditation Indicator (Check below) <input type="checkbox"/> Yes <input type="checkbox"/> No		15. Continued Service Agreement Required Indicator (Check below) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		16. Continued Service Agreement Expiration Date (Enter date as yyyy-mm-dd)		17. Training Source Type Code (Click link to view codes or go to page 12)
18. Training Objective				19. AGENCY USE ONLY		
Section C - COSTS AND BILLING INFORMATION						
1. Direct Costs and Appropriation / Fund Chargeable			2. Indirect Costs and Appropriation / Fund Chargeable			
Item	Amount	Appropriation Fund	Item	Amount	Appropriation Fund	
a. Tuition and Fees	\$		a. Travel	\$		
b. Books & Material Costs	\$		b. Per Diem	\$		
c. TOTAL	\$		c. TOTAL	\$		
3. Total Training Non-Government Contribution Cost			5. BILLING INSTRUCTIONS (Forward invoice to):			
4. Document / Purchasing Order / Requisition Number						
5. 8 - Digit Station Symbol (Example - 12-34-5678)						

U.S. Office of Personnel Management

Page 1
NIN 7560-01-000-3901Standard Form 182
Revised December 2005
All previous editions not usable.

Authorization, Agreement and Certification of Training Example (Continued)

Section D - APPROVALS	
1a. Immediate Supervisor - Name and Title	
1b. Area Code / Telephone Number	1c. Email Address
1d. Signature	1e. Date
2a. Second-Line Supervisor - Name and Title	
2b. Area Code / Telephone Number	2c. Email Address
2d. Signature	2e. Date
3a. Training Officer - Name and Title	
3b. Area Code / Telephone Number	3c. Email Address
3d. Signature	3e. Date
Section E - APPROVALS / CONCURRENCE	
1a. Authorizing Official - Name and Title	
1b. Area Code / Telephone Number	1c. Email Address
1d. Signature <div style="text-align: center; margin-top: 10px;"> <input type="checkbox"/> Approved <input type="checkbox"/> Disapproved </div>	1e. Date
Section F - CERTIFICATION OF TRAINING COMPLETION AND EVALUATION	
1a. Authorizing Official - Name and Title	
1b. Area Code / Telephone Number	1c. Email Address
1d. Signature	1e. Date
TRAINING FACILITY - Bills should be sent to office indicated in item C1.1. Please refer to number given in item C4 to assure prompt payment.	
<div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid black; padding: 2px 10px; background-color: #e0f0ff;">Print Form</div> <div style="border: 1px solid black; padding: 2px 10px; background-color: #e0f0ff;">Save Form</div> <div style="border: 1px solid black; padding: 2px 10px; background-color: #e0f0ff;">Clear Form</div> </div>	

STANDARDS OF CONDUCT

The Joint Ethics Regulation DoD 5500.7R applies to all Department of Defense employees. An employee of the Federal Government may accept, but not solicit an item from a vendor that has a value less than \$20.00 per instance, not to exceed \$50.00 in a year from a single vendor. There are a variety of common ethical concerns arise regularly within ITT.

Unsolicited Gifts

An unsolicited gift is a gift received from a vendor.

Gift Acceptance

From another NAFI: Vendors will work with a central NAFI or Local NAFI to distribute tickets. Example, Tiger Woods Golf Tournament Committee donates a large number of tickets to the military through the Pentagon. The Pentagon ITR accepts the gift through their chain of command. NDW ITT office may accept them from another NAFI without further legal review.

Directly from vendor: Industry will give free merchandise for past business. Example, the concert promoter you purchase from on an ongoing basis, gives you 20 free tickets to a less than popular day at no cost. This is a win-win, because the promoter is filling seats and marks as marketing, the ITT Office is able to provide another service to the authorized patron and the ITT authorized patron gets a free event.

ITT has two options: 1. Accept as In-kind Sponsorship or 2. Accept as a gift.

- Accept as in-kind sponsorship:

ITT should work through their sponsorship coordinator to accept.

- Accept as a gift:

The steps ITT should follow:

1. ITT should acknowledge receipt of the offer and advise the prospective donor that the offer has been forwarded to the acceptance authority, as illustrated in SECNAVINST 4001.2G.
2. ITT should route the gift acceptance through their chain. Since free merchandise is a normal industry standard and will be recurring, ITT should work with their legal council to generate a standard ITT gift acceptance letter that can be re-created with each gift.
3. After the authorization to accept has been given, ITT may distribute the tickets as locally determined.

Gift Acceptance Letter Example

5530
Ser N120/
21 Apr 05

From: Commanding Officer, Naval Station, Anywhere
To: Command Navy Region Anywhere, Naval Station, Anywhere
Subj: ACCEPTANCE OF GIFT

Ref: (a) SECNAVINST 4001.2F
(b) OPNAVINST 4001.1D

1. In accordance with the provisions of references (a) and (b), request the following gift accepted:

Gift description: 10 concert tickets

Estimated gift value: Total \$400.00 (\$40.00 per ticket)

Intended use: (MWR) Liberty Single Sailor Give-Away

Source from where the gift is coming: POC Name, Company Name, Mailing address, Telephone # or email.
Your relationship to the source. (MWR) ITT Office purchases tickets for various events with (company).

Recommendation: Accept the gift. Accepting the contribution is not expected to constitute a Navy or government endorsement of the donor of product.

COMMANDING OFFICER

Complimentary Rooms, Meals or entrance fees

An industry standard is to provide a free room, cabin or meal based on a pre-purchase of a set number. Normal industry standard allows for compensatory rooms, cabins or packages for services sold. Examples, cruises usually do 1 free per 8 cabins on double occupancy or hotel is 1 free for 20 rooms booked.

(Refer to Joint Services Travel Manual for complete guidance, Task 5, Ethics)

These are not to be confused with a Familiarization trip. If a vendor offers an employee tickets to a park because the agent and their family are coming to town on leave, and the tickets exceed the \$20.00 value limit, they cannot be accepted per the Standards of Conduct code.

Scenario: If an escort or driver is on a tour and a meal is offered, it can be accepted, as long as it does not exceed \$20.00 per instance or does not carry them over the \$50 annual limit, is not solicited, and is available to the general public under the same circumstances. Example, industry standard gives a free meal to all bus drivers per bus. This does not count as a gift.

Promotional Materials

Promotional materials help in selling a particular service and increases awareness of a service. They vary in value and type of merchandise, tickets, or gift certificates. When a vendor contributes promotional items, the value must be recorded in the Bonus Merchandise Account. When the item is awarded it must be expensed in the promotional or marketing account.

Marketing materials such as T-shirts, bags and cups which are given by a vendor to employees for personal use are also considered gifts and should be counted in the \$20 per instance and \$50 annual limit or belong to the ITT Office.

Scenario: A vendor supplies a base with promotional material, such as a polo shirt, and the base decides to use them for the staff to promote the park in the office, the polo shirts should be recorded as bonus merchandise and issued to the employee on a custody sheet. This polo shirt is dry cleaned and returned when the employee leaves.

TRAVEL FAIRS

The following is an outline that may be used to assist in planning a travel fair. The fair should be as flamboyant as possible, and should always be in conjunction with another promotion, such as sale at the Navy Exchange, fashion show at the club, Oktoberfest, car show or Retiree Days. Remember, this is a marketing event with the purpose to SELL travel and increase your revenue.

Travel Fairs are not for everyone. Remember, in order to entice a vendor to come there has to be a win-win situation. This means they will be able to touch a lot of people. This is not a recommended activity for smaller installations, although you may be able to do a joint function with another event to draw a crowd or work a circuit to allow better return on Investment (ROI) for the vendor.

This function should be jointly planned by the Contracted Leisure Travel Services (CLTS), and ITT on your installation if you have a CLTS. The Contracting Officer's Technical Representative (COTR) or Local Contract Monitor (LCM), should act only as coordinator between the CLTS and MWR.

NOTE: Plan your travel fair as far in advance as possible and contact the Program Manager to be placed on the Joint Services Travel Show Schedule. Reference information required on the ITT Manager's website at: http://www.mwr.navy.mil/mwrprgms/itt_manager.htm

TRAVEL FAIR CHECKLIST**SIX MONTHS OUT**

- ☐ Hold a planning meeting. The principles attendees of this meeting should be a representative of the CLTS and the COTR, and the ITT Manager. Also, if a tentative location has been previously discussed, the facility manager for that location could be included.
- ☐ At this initial meeting there are several items that should be discussed and decided.
- ☐ **LOCATION**

The location of your travel fair is probably the most important decision that will be made. Usually, an ideal location is the Navy Exchange or Club. When deciding on a location, take into consideration the following:

- Traffic flow, both on foot and in auto.
- Sufficient display space.
- Ample parking.
- Vendor Space Availability

NOTE: If no covered area is available, consider using a large tent(s) or have a rain plan.

☐ **DATE/TIME**

The date should be as close as possible to a payday. If not a payday, consult with the manager of the facility where the travel fair is being held to determine the high traffic days and times. Always plan an alternate date.

TRAVEL FAIR CHECKLIST (cont.)☐ **TYPE OF VENDORS**

Diversity produces the best show. Be sure to include:

- Airlines
- Cruise lines
- Car, motorcycle and RV rental companies
- Tourist bureaus (both domestic and international)
- Tour operators
- Hotels
- Theme parks
- Vendors (ticket)

☐ **VENDOR RECEPTION**

This reception should be planned the night prior to the show or the middle of a circuit. This allows the MWR representatives, vendors, and the CLTS to network. It also allows time for the MWR to answer many questions, such as access to the base, parking, location diagram, accessibility of carts to transfer brochures, etc. A vendor packet with the answers to many of these questions could be handed out. It is suggested that this reception include food and beverages. Alcohol may also be available, but this should be set up on a "cash bar" basis. If there are club facilities on the base, this reception could be held here. This would be a good introduction to a MWR facility.

☐ **VENDOR LODGING**

The MWR and CLTS should negotiate with local hoteliers and obtain the best rate possible for the vendors. The hotel should be as close to the base as possible. Business expenses, including lodging, is the responsibility of the vendor.

TRAVEL FAIR CHECKLIST (cont.)

☐ **PRIZES**

- Give vendors the opportunity to sponsor a prize.
- Recognize vendors for their contribution in promotional material.
- Create a prominent display the day of the show to recognize both the sponsoring vendors and recipients.

☐ **ENTERTAINMENT**

Entertainment is always good especially during slow patronage times. Cost of the entertainment is a consideration. Vendors could also sponsor the cost of the entertainment.

☐ **ESTIMATED EXPENSES**

Areas of expenses that should be considered are:

- Labor, use of MWR staff to set up and tear down the tables/booths.
- Tables and chairs, if not available through MWR.
- Vendor reception.
- Promotions.
- Any miscellaneous items (i.e. tent, electricity, etc.).
- Correspondence, Phone Calls, faxes and emails

☐ **FEE**

Based on the estimated expenses, determine the participation cost to the vendor. Charge only what is necessary to cover the cost of the travel fair. This is a "goodwill promotion" not a money maker.

- ☐ Confirm the date, location and time with the MWR Director, make sure that there are no major promotional conflicts.

TRAVEL FAIR CHECKLIST (cont.)

- ☐ Meet with the manager of the facility where the travel fair will be held. Confirm the date in writing. Solicit ideas on joint promotions (i.e., NEX could promote resort wear, sale on travel items, spring or fall sales are also good as a tie-on). The Catering/Club operation may be able to promote catering or weddings.
- ☐ Contact other installations that you know have held successful travel fairs. Solicit ideas, advice and general tips. Create a network.

FIVE MONTHS OUT

- ☐ Arrange for entertainment, if desired.
- ☐ Negotiate hotel rates.
- ☐ Write a letter of invitation and design a registration form. Rather than just a static display, vendors should be encouraged to bring an interactive display that will attract attention (i.e., simple game with small promotional prize, be in costume, give away balloons, Frisbees with contest at specified times, etc.). The vendors should be reminded that this travel fair is geared to the traveler, not travel industry professionals. The letter should also mention sponsorship of door prizes. A response deadline should be set no later than 4 weeks after mail-out.

FOUR MONTHS OUT

- ☐ Compile a list of possible vendors. This list should include the vendor name, category, address and contact person. Determine the number of vendors in each category needed to make an interesting show. To create more patron interest for the travel fair, include a variety of vendors. It is suggested that you invite 30-50% more vendors than you need. Always retain your vendor list for future use.
- ☐ Make any suggested changes to the letter of invitation and registration form. Determine fee, include hotel and reception information. Mail letter to vendors.
- ☐ Design invitation for VIPs and compile VIP list.

TRAVEL FAIR CHECKLIST (cont.)

- ☐ Hold a planning meeting. This meeting may include the COTR, the CLTO manager representative, the MWR and NEX facilities manager, a public works representative, the ITT manager, the MWR special events manager, the MWR marketing specialist, the MWR Director and any other POC involved with preparations.

- ☐ At this meeting there are several items that should be discussed and decided.

- ☐ **LETTER OF INVITATION**

Have attendees critique the letter of invitation and registration form. Set date for letter to be mailed and deadline for response.

- ☐ **VIP INVITATION AND LIST**

Have attendees critique the VIP invitation and make suggestions on the VIP list.

- ☐ **LOGISTICS**

Arrange for tables (1 per vendor), chairs (2 per vendor) table cloths and if available, table skirts. Determine who will deliver, set-up and take-down the tables (public works, military support or, if obtaining the tables from an outside source, the rental agency). In your table count, be sure to include several extras for "unaccompanied" brochures, also one for ITT and other MWR activities. If needed, arrange for tent(s) set-up and take-down.

- ☐ **FACILITIES**

Discuss details with the facility manager. Areas of discussion should include: parking, security, storage, size of booth, time for set-up and removal of tables and equipment, electrical outlets, traffic flow, and a PA system.

TRAVEL FAIR CHECKLIST (cont.)☐ **PUBLICITY/PROMOTIONS**

Solicit and discuss ideas on publicity and promotions for the travel fair. Some suggestions are:

- press releases for base newspaper
- column in the MWR newspaper
- press releases to local radio and television stations
- flyers to all facilities including housing and BQs
- posters in unused bulletin boards
- banners
- advertisements in base newspaper
- table tents in club facilities
- notices in plan of the day/week
- public speaking to groups
- indoctrination classes or OMBUDSMAN or other command meetings

Discuss entertainment.

☐ **SPECIAL EVENTS AND MARKETING**

Determine who will be responsible designing and making the following items: the vendor table signs, name tags, flyers, posters, prize posters and drop boxes, etc. Also determine who will be responsible for the on base distribution.

TRAVEL FAIR CHECKLIST (cont.)

☐ **VENDOR RECEPTION**

Discuss location and cost (expense to be passed on to vendor in registration fee). Everyone likes to be a winner, therefore it would be nice to have a drawing for the vendors for a small prize(s) sponsored by the MWR Department and hosting CLTS.

- ☐ Write and distribute minutes of the meeting. Be sure to list all attendees and their designated responsibilities as well as accomplishment date. Forward a copy to the MWR Director.

- ☐ Vendor space should be awarded according to category (i.e. cruises, airlines, tour companies, etc.) on a first come, first confirmed basis. After a category is filled, place the overflow in that category on a waiting list. The waiting list is used to cover category dropouts or it may be used as fillers for any left over spaces.

TRAVEL FAIR CHECKLIST (cont.)**THREE MONTHS OUT**

- ☐ Arrange for reception facilities and menu
- ☐ As vendor responses to letters are received, date and list them, also note any special requirements they may have. When positive responses are received, send a letter thanking them for their response. Include any additional information that may be available.
- ☐ One to two weeks after deadline for vendor response, send a follow-up letter to those not responding.
- ☐ Prepare copy for press releases and advertisements.

TWO MONTHS OUT

- ☐ Send an informational letter to all vendors that have been invited to participate. Both the ones who responded and the ones who did not. Make this letter friendly and chatty. Include a list of all the vendors who have responded positively. This serves two purposes:
 - It may stimulate a positive response from some non responding vendors.
 - It will stimulate networking between responding vendors who know each other.

This will reduce drop-outs. Make sure hotel and reception information is included in letter.

TRAVEL FAIR CHECKLIST (cont.)

- ☐ Make sure that all pertinent on-base participants also receive a copy of this letter. It will bring them up to date on what is happening with the travel fair. This will serve three purposes:
 - It may stimulate some ideas that were not discussed at the two planning meetings.
 - Produce some questions.
 - Remind involved people of their obligations.
- ☐ All promotional material should be designed and printed. This could include flyers, table tents, and door prize forms for tickets. Large signs designating registration table, "REGISTER HERE FOR DOOR PRIZES", limit one entry per person, list major prizes.

Do not forget the invitations for dignitaries, base CO, MWR Director and Deputy, Department Heads, President of Clubs, etc. These invitation may be for both the reception and travel fair or just the travel fair.

It is recommended that travel fair programs be designed, but not printed, until approximately two weeks prior to travel fair. This should ensure that all vendors and prizes are acknowledged on the program.
- ☐ Reconfirm arrangements for distribution of flyers to housing and BQs.
- ☐ Arrange with base newspaper or public affairs officer (PAO) to be present at travel fair to take pictures, make arrangements for notices on marquees or billboards, contact local radio and TV stations for publicity (think vendor trade-off if possible)
- ☐ Begin to strategically place promotional material throughout installation.

TRAVEL FAIR CHECKLIST (cont.)**FOUR WEEKS OUT**

- ☐ Prepare and mail last letter to the vendor. This letter should include location (with directions) and time of reception, required identification and documentation to enter onto base (driver's license, car registration and insurance or rental agreement, etc.) Location and directions to the Travel Fair, the time tables will be set up and available to vendors.
- ☐ Mail VIP invitations
- ☐ Distribute promotional material. Flyers to housing and BQs, table tents in club locations, bowling alley, golf etc, posters to all available bulletin boards.

THREE WEEKS OUT

- ☐ Distribute flyers to Navy Exchange and Commissary to insert into bags.
- ☐ Follow-up on distribution of promotional material. Make certain table tents are still in place.
- ☐ Reconfirm entertainment (if applicable).
- ☐ Press releases to local newspapers, television stations and radio stations.
- ☐ Print name tags and table signs for vendors.
- ☐ Print programs, make sure to list all vendors, sponsors, entertainment, prizes, etc. Make sure to print enough for anticipated patronage.

TWO WEEKS OUT

- ☐ Promote, promote, promote
- ☐ Mail flyers to president of all base organizations.
- ☐ Hang banners throughout the base.

TRAVEL FAIR CHECKLIST (cont.)

ONE WEEK OUT

- ☐ More promotion. Do a media blitz, check on signs and marquees, post more posters, more flyers to commissary and Navy Exchange, deliver more flyers to housing, BQs and all MWR facilities and add to voicemail recording.
- ☐ Reconfirm everything with everybody.
- ☐ Make a diagram of the travel fair area, denoting each vendor's area. Disburse attention getting vendors throughout the display area, this will help create traffic flow by all the vendors. Allow at least 10' X 10' area for each vendor, plus extra space for people to walk. Special consideration is required by vendors requiring electrical outlets, large displays, poster easels or any other type of special requirements.
- ☐ Write letters for prizes. These letters should indicate what the prize is and direct the winner to the ITT Office to pick up their prize. If this prize is a letter from the vendor stating prize (e.g., airline ticket, hotel room, car rental,) the ITT office should present the letter with a small promotional gift such as a mug or sports bag.
- ☐ Prepare packets to be handed out to vendors at the reception. These packets should include:
 - name tags
 - travel fair diagrams
 - final vendor list
 - information about the location of rest rooms, water fountains, lunch facilities, and parking
 - informational sheet on MWR
 - the purpose of MWR
 - how sales in leisure travel ITT support the MWR program
 - MWR promotional item (e.g., pens) would be very nice to include this in the packet.

EXAMPLE

TRAVEL FAIR CHECKLIST (cont.)

THE DAY OF THE TRAVEL FAIR

- ☐ Support and Set Up. Have two to three people available to assist all day.
- ☐ Arrive early for set-up of tables, chairs, etc.
- ☐ Set up door prize table with registration box, entry blanks, pen, and sign.
- ☐ Remind NEX POC for day of announcements
- ☐ Just before "curtain time", take down tables of any no shows and shift other vendors so there will not be any obvious gaps. If vendors arrive late, set up the table again in another area where most convenient.
- ☐ Use your support team to act as greeters and pass out programs.
- ☐ Check with each vendor several times per day to provide support as needed. If a one person booth, offer to relieve for breaks, lunch, etc.
- ☐ Take photographs, both for future publicity and to chronicle this event. Photos are a good way to remember what the vendors and their displays look like. They make great reference material when planning the next travel fair. If possible take a video.
- ☐ Spread the drawing of prizes throughout the day. Select different people to draw names and present door prize letters. The vendor who donated the grand prize(s) should draw that name. Hold the grand prize drawing just before closing. Most winners will not be present. Give prize or certificate with the drawn ticket to someone to record the name and prize. Have an envelope for each prize. Use the PA system to announce the drawings and winners as they occur. At the end of the day be sure to use the PA system to thank all vendors for their participation.
- ☐ Assist vendors with the take-down. Thank everyone. Have co-workers stay until the very end. Make sure all tables and extra boxes of brochures are taken care of and the travel fair site is left clean. Remember you will want to repeat this again next year.

DOOR PRIZE REGISTRATION EXAMPLE**Door Prize Registration****Naval Station Anywhere**

Name
Address
City
State
Zip
Phone (C)
Phone (W)

Permission is given to use my name and address for a MWR/ITT Travel Contractor mailing list.

Yes _____ NO _____

Door prizes will be awarded throughout the day. Grand prize will be awarded at 3:30 p.m. You need not be present to win. (or do not need to be present to win)

**LIMIT ONE REGISTRATION PER
PERSON.
MINIMUM AGE 18.**

TRAVEL FAIR EVALUATION EXAMPLE

Naval Station Anywhere Travel Expo 2009

Travel Fair Evaluation

NAME _____ VENDOR _____

Would you please complete this form, which will help us to plan the next
Naval Station Anywhere Travel Expo.

Was participation in the Travel Fair worthwhile to you?

Yes

☐

No

☐

Would you be interested in returning next year?

Yes

☐

No

☐

Please rate the following with one being low and five being high:

	1	2	3	4	5
Advance information					
Location					
Support during the day					
Number of patrons					
Lunch arrangements					
Equipment (table & chairs)					
Date (time of year)					

What month is best for you?

April

☐

May

☐

Sept.

☐

Oct.

☐

Suggestions for additional vendors. _____

THANK YOU AGAIN FOR YOUR PARTICIPATION

Please return form to:
Naval Station Anywhere
Address

Include with Thank You Letter

LETTER OF INVITATION EXAMPLE

Letter of Invitation

Dear _____

Summertime is rapidly approaching and we are taking that opportunity to promote the military leisure travel business. On Saturday, August 08, 2009, we will be hosting our annual Vacation Travel Expo. You are invited join us. The purpose of this show is to inform eligible patrons about travel opportunities available for their upcoming vacations.

This event will be held at the Navy Exchange Mall on board Naval Station Anywhere. This location is a high traffic area for military personnel, retirees and their family members. By aggressive marketing of the Travel Expo, we also hope to attract many eligible Department of Defense civilian employees and their families.

Participating in our Travel Expo will require both time and effort on your part, but be assured that your time and effort will produce client awareness. This event will give you an opportunity to reach many prospective customers, receive wide publicity and generate good will in the lucrative DoD community. The Travel Expo offers a wonderful opportunity for our patrons to learn more about your product.

The participation fee will be \$XX.XX per vendor (based on two people) and includes a get-together the night before the Expo and lunch the day of the show.

Hotel rooms have been reserved for the night of August 07 at the Days Inn, 1425 Orange Park Avenue for \$28.00 plus tax per room. Please call the hotel direct at 800-455-8300 no later than April 20 to make your reservations. To receive this special price, be sure to mention your affiliation with the "NS Anywhere Travel Expo".

During the Travel Expo, we plan to hold prize drawings throughout the day. These drawings will spice up our show, create more interest and attract more patrons. Donating a door prize is a wonderful vehicle to draw attention to your service and advertise your product.

We sincerely hope that you will join us on Saturday, August 08. Please fill in the attached registration sheet and return it to us as soon as convenient, but no later than June 1, 2009. If you have any questions, please do not hesitate to call (904) 555-1212.

Your Partner in Promoting Travel,

Letter to Non Respondents Example

Letter to Non Respondents

Dear _____

Plans are progressing well for the Naval Station Anywhere Travel Expo. Many positive responses have been received. However, we have not yet heard from you and hope that "no news is good news." Won't you join us? We promise an interesting day and an opportunity for you to reach many prospective military-related customers.

As mentioned in our original letter, the Expo will be held at the Navy Exchange Mall on board NS Anywhere on August 08, between the hours of 10:00 a.m. and 4:00 p.m. This is a military payday and the normal walk-in traffic on an average payday is 3,000 people. The Navy Exchange will also be holding a "Spring Festival Sale" in conjunctions with the Travel Expo. We are hoping the promotion of the sale and the marketing of the Travel Expo will generate at least 2,000 more people. This will give us a projected patron count of approximately 5,000, which is very exciting!

This will give you an opportunity to reach many prospective customers, receive wide publicity and generate good will in the lucrative DoD community.

For your convenience, I have enclosed another registration form, please return it as soon as possible. If yours is already in the mail, thank you. I look forward to hearing from you.

Your Partner in Promoting Travel,

Negative Respondent Example

Letter to Negative Respondent

Dear _____

Thank you for your response concerning the Naval Station Anywhere Travel Expo being held on August 08. We are very disappointed that you will not be able to participate.

A table will be provided for the brochures of those who are unable to attend. We would appreciate you sending a supply so that the military community may learn more about your product and what you have to offer. Several hundred would be useful. Our address is:

Agency Name
Agency Address
Attn:

Also, if you would like to donate a door prize, it would create additional interest in your product.

As the Travel Expo is an annual affair, we hope that you will be able to join us next year. Again, thank you for your reply. If you have any questions please do not hesitate to call, and if your plans should change we would love to have you join us at the Expo.

Your Partner in Promoting Travel,

THANK YOU LETTER TO PARTICIPANTS EXAMPLE

Thank You Letter to Participants

Dear _____

The NS Anywhere Travel Expo was a huge success and your participation was immensely appreciated. Thank you for setting up such a great display with wonderful hand-outs. Of course your display was enhanced by your outgoing personality. You are certainly an asset to your company and the travel industry.

We were very pleased with the large number of people who attended the fair. As a result of this turnout, more business should be directed to your company by our NS Anywhere office.

Enclosed is a listing of all the vendors who participated in the travel fair, also enclosed is an evaluation form. I would appreciate your completing this form and returning it to my attention.

Again, thank you very much for everything that you did to make Naval Station Travel Expo 2009 a success.

Your Partner in Promoting Travel,

(Your Name)
ITT Manager

NON-PARTICIPANTS EXAMPLE

Letter to Non-participants Example

Thank you for your response to my letter about the NS Anywhere Travel Expo. We were very disappointed that you were unable to attend this year, but we certainly appreciate the display and brochures that you sent.

The fair was a huge success! We had 45 vendors participating and approximately 4000 patrons attending the fair. We were very pleased with the large number of people who attended and as a result of this turnout feel sure that the leisure travel business booked from our NS Anywhere office will increase substantially.

As a result of the success of the NAS No Where Travel Expo 2009 we are already planning Travel Expo 2010.

Enclosed is a listing of all the vendors who participated in the travel fair, also enclosed is an evaluation form. I would appreciate your completing this form and returning it to my attention.

We hope you will be able to join us next year.

Your Partner in Promoting Travel,

(Your Name)
ITT Manager

TRAVEL EXPO REGISTRATION EXAMPLE

Travel Expo Registration Form Example

AUGUST 08, 2009
10:00 a.m. - 4:00 p.m.
NAVY EXCHANGE MALL
NAVAL STATION, ANYWHERE
ANYWHERE USA

FEE: \$XX.XX**NAME** _____ **TITLE** _____**COMPANY** _____**ADDRESS** _____**TELEPHONE** _____ **FAX** _____**EMAIL** _____**1. Will you be attending the NS Anywhere Travel Expo?****YES** _____ **NO** _____**2. Please indicate your requirements:****One six foot table** _____**1/2 six foot table** _____**Number of chairs** _____**Area for displaying poster** _____**Electrical Outlet** _____**Additional set-up or break down assistance** _____**Other** _____**3. What collateral material will you be bringing?****Brochures** _____**Small Promotional Give-aways** _____**Other** _____

TRAVEL EXPO REGISTRATION FORM (cont.)

4. Will you be able to provide an attraction, such as a mascot, large display or other type of entertainment? YES ☐ NO ☐

If yes, please explain and list any special requirements:

5. Will you provide a door prize? YES ☐ NO ☐

If yes, please explain what it will be:

If yes, please attach a company logo and slogan or other copy that could be used in promoting your door prize in .jpeg format.

**6. Will you be making reservations at the Days Inn?
YES ☐ NO ☐**

All reservation forms must be returned by August 08, 2009. There are limited number of spaces, which will be accepted in each category (hotel, car rental, resorts, cruise line, tour operators, theme parks, airlines). These spaces will be filled on a first-come, first served basis. Please email to cnic_mill_navymwritt@navy.mil or fax your registration form to 904-555-1313.

Should you have any questions, please contact:

Name

Telephone #

FOLLOW-UP REQUEST EXAMPLE**Vendor Packet Follow Up Request Example****TRAVEL EXPO**

X

NAME	TELEPHONE	# IN PARTY	TRVL DATE	DESTINATION SPECIAL REQUEST
Jane Doe	901.874.6642	2	7 Aug09	Electrical Outlet, wireless and parking spot for Car Display

TELEPHONE: PLEASE INCLUDE AREA CODE

VENDOR PACKET EXAMPLE

Vendor Packet Follow-up (Continued)

TRAVEL EXPO
LOCATION
DATE

Vendor Evaluation Form

Please answer the following questions, place form in envelope provided and drop in the registration box. Your responses are completely confidential and if you wish anonymous. Please be as honest as possible, we welcome constructive criticism, as well as praises. Your input will help us produce a better Expo next year.

Thank you for your support and participation.

1. Was the date and time of the Expo effective?

YES _____ NO _____

SUGGESTIONS _____

2. Do you feel that the location and set up of the Expo offered adequate exposure:

YES _____ NO _____

SUGGESTIONS _____

3. Was your space adequate?

YES _____ NO _____

SUGGESTIONS _____

4. Did your location generate traffic flow?

YES _____ NO _____

SUGGESTIONS _____

Vendor Packet Follow-Up Example (Continued)

5. Was your access to the base convenient and hassle free?

YES _____ NO _____

SUGGESTIONS _____

6. Was our staff helpful and courteous?

YES _____ NO _____

SUGGESTIONS _____

7. Were you pleased with the attendance at the EXPO?

YES _____ NO _____

SUGGESTIONS _____

8. Do you feel that your time, effort and money were well spent by participating in the Expo?

YES _____ NO _____

SUGGESTIONS _____

9. Will you participate next year?

YES _____ NO _____

COMMENTS _____

10. Additional comments or suggestions.

Also, direct comments are welcome, so please give me a call.

PARTICIPATING VENDOR EXAMPLE

Participating Vendors List Example

Airline=A Cruise Line=C Hotel=H Car Rental=R
Tour Operator=T Entertainment Park=E
Visitor Bureau =V Other =O

NAME OF VENDOR/POINT OF CONTACT	TYPE & #	DOOR PRIZE	SPECIAL NEEDS

WAIT LISTED VENDOR EXAMPLE**Wait Listed Vendors List Example**

Airline=A Cruise Line=C Hotel=H Car Rental=R
Tour Operator=T Entertainment Park=E
Visitor Bureau =V Other =O

NAME OF VENDOR/POINT OF CONTACT	TYPE & #	DOOR PRIZE	SPECIAL NEEDS

VIP INVITATION EXAMPLE

VIP Invitation Example

Naval Station Anywhere

**Morale, Welfare and Recreation Department
and**

ITT Office Name

Takes great pleasure in
inviting you to attend their

SPRING/SUMMER TRAVEL EXPO

Saturday August 08th from 10am to 4pm

located at the

NAVY EXCHANGE MALL

MONITORING LEISURE TRAVEL CONTRACTS

Request For Proposal (Travel Contract) Example

**PART I, SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS**

All travel services will be at no cost to the Fund and the Contractor's entire compensation shall be derived from commission fees earned from suppliers. Service fees assessed against Fund customers will not be permitted under this contract.

B-1. CONCESSION FEE SCHEDULE

Contractor will be required monthly to pay to the Fund the quoted concession fees on all "unofficial" net air and net non-air sales and on gross commission revenue derived on hotel and car rental bookings made through their offices by the Fund. Net air and non-air are defined as being the total face amount, exclusive of applicable taxes, customs or inspection fees paid by travelers for travel services under the provisions of this contract.

For travel services arranged by the Contractor for hotel and car rental or other vendor services but paid by the traveler direct to the supplier, the Contractor shall be required to pay the monthly concession fee. This fee shall be a percentage of gross commissions received either at the Fund office or the Contractor's headquarters. For example, if the offeror proposes five (5) percent concession fee applicable to net air and non-air, a comparable concession fee on hotel and car rental would be fifty (50) percent of gross commissions received. Offerors who propose the same percentage concession fee for car rental and hotel commissions as proposed for air/non-air sales will be scored down on concession fee in view of the adverse impact on Fund revenues.

B-2. PRICING

Concession Fee for Unofficial Net Air _____
and Net Non-Air sales

Concession Fee for Travel Services _____
Such as, hotel and car rental or other vendor
services paid by the traveler direct to the supplier.

PART I, SECTION C
DESCRIPTION/SPECS/WORK STATEMENT

C-1. SCOPE

This requirement is for Vacation Travel Services for the Morale, Welfare and Recreation (MWR) Fund (hereinafter called "the Fund") of the following installations:

(Place the names of all installations which will be included in this RFP)

Such services include a full range of leisure travel services in accordance with the terms and provisions herein.

C-2. BACKGROUND

The Navy's recreation programs are designed to provide the entire Navy community with a constructive recreational atmosphere and enhance the quality of life of Navy personnel and their families.

C-3. THE TARGET MARKET

This section of the RFP must be personalized. In order for the Contractor to clearly state how they will be able to increase sales and reach the market, an accurate description of your community must be included in this Section. Please provide information such as age, sex, active duty, family member, retiree, etc.

C-4. ROLE OF VACATION TRAVEL SERVICES

Vacation Travel Services contribute to the overall mission of MWR by providing a needed service and contributing financial support to the other programs within MWR.

Continued on next page

C-5. ROLE OF THE INFORMATION, TICKET AND TRAVEL OFFICE (ITT)

The ITT offices also provide a needed service for MWR; however ITT Services are not a requirement of this contract. ITT Offices provide discount ticket services and related information for local bus tours, shows, concerts and sporting events, both on and off base. With the exception of local bus tour operators as well as lodging accommodations for the "drive vacation" market, ITT offices are not authorized to represent airlines, tour operators, cruise lines or other providers of general vacation travel services. Therefore, the ITT offices will not compete with the exclusive vacation travel services covered under this contract. ITT will coordinate with the travel Contractor to assist in expanding the vacation travel program.

C-6. ROLE OF THE "OFFICIAL" TRAVEL CONTRACTOR

The Navy has entered into contracts for serving its "official" travel. Official travel is not a requirement of this contract. Official travel includes all travel pursuant to Government orders using Government Travel Requests (GTR's) and/or GTR charge cards as form of payment. Upon traveler's request, as a convenience to travelers, the official travel Contractor is permitted to arrange personal, unofficial point-to-point air travel along with related hotel and car services. Official travel Contractors are not permitted to promote or sell vacation travel services except as described above.

C-7. LEISURE TRAVEL PROFILE

Based on the best and most accurate information available, average annual sales of leisure travel for FY 09:

Input revenue figures for last year in the current contract

List bases that will be included in the contract and break the revenue down by air and non-air dollar values.

The Fund expects that the revenue in the unofficial travel offices will continue to grow based on more aggressive and innovative marketing by the Fund and the Contractor. Contractor shall continually aim to increase both air and non air revenue at all locations.

Continued on next page

Due to projected base closures and realignments, the Government cannot forecast how the revenues for vacation travel will be affected. As site(s) are identified for addition or deletion, to the contract, the Contracting Officer will negotiate a modification to the contract.

C-8. AUTHORIZED CUSTOMERS

The Contractor shall render the full range of vacation travel services to approximately

Input total estimated number of people who will be in this population #

active duty personnel and their family members, retirees and their family members and civilian/DoD employees authorized to be on base. Other persons who have business on base and are authorized to access the base will also be eligible for service at the MWR Vacation Travel offices.

C-9. WORK REQUIREMENTS

The Contractor shall provide the full range of unofficial/leisure travel services available in the commercial market place, including counseling, arranging, confirming and ticketing for all suppliers to authorized patrons on the Naval base(s) listed above. The Contractor shall impartially represent all industry suppliers.

Professional travel advice, consistent with industry-wide standards, will be provided to all travelers at each vacation travel office, and the Contractor shall obtain travel arrangements that meet each traveler's requests and requirements. Travelers must be advised of all fares, rates, services, rules, restrictions, requirements and penalties as pertains to the supplier. The traveler must also be advised of rules and regulations pertaining to domestic and international travel.

Continued on next page

The Contractor shall offer a line of travel products which meet the needs and diversity of the contract and market. Product should include specially negotiated rates and discounts exclusive to the MWR Vacation Travel Offices on air and non air products such as cruises, tours, cars, hotels, group tours and special programs; reservations and confirmations, including documentation for air, hotel/lodging accommodations, car rentals, cruises, tours/packages, meetings, reunions and conventions. Also, rail tickets, both domestic and international, Brit Rail, Eurail and other general use commercial passes, fishing/party boat charters, ferries, motor home and other vehicle arrangements, optional travel insurance, services, 24-hour emergency toll-free number for itinerary changes and emergency service, 1-800 reservation number, telephone rollover capability, Visa and passport information and assistance, international drivers license information and arrangements, group tours specifically designed and discounted for this contract and market, and all other travel services provided in the leisure travel industry for civilian and military travelers, including those services offered in the geographic area surrounding the office(s) subject to this solicitation.

The Contractor shall provide travelers a full range of supplemental travel services in connection with international travel, even when the Contractor did not book the international air travel portion of the trip. This service shall include information and advice on the required documents for travel, conditions at the various foreign destinations, including climatic conditions, types of clothing which are appropriate, national and religious holidays, location of American Embassies and consulates, currency exchange rates, foreign rental car availability and rates, rental car insurance availability and cost, excess baggage fees and other pertinent information.

The Contractor shall offer airline tickets purchased from tour wholesalers /consolidators at discounted prices (lower than if purchased directly from the airlines). All rules and restrictions will be disclosed to the client prior to purchase. The Contractor shall continue to operate the special programs, i.e. Friends and Family, already in place at each Vacation Travel Office. Offerors are encouraged to submit recommendations for additional special programs with proposals.

The MWR Vacation Travel office locations and hours of operation are as follows:

(Indicate the hours and days of week for each location to be included in the contract)

Continued on next page

Present office hours are subject to change. The Contractor shall be required to operate the offices as to optimize sales and services.

Suggestions/recommendations from the Contractor to change the method of service shall be fully justified and submitted for approval to the Contracting Officer's Representative. No changes shall be made until written approval is received from the Contracting Officer.

C-10. TERM OF AGREEMENT

The period of performance for this contract shall be two (2) years from the date of award with three one-year option extensions available at the discretion of the Contracting Officer, not to exceed a total of five (5) years.

C-11. STAFFING

Contractor's Project Manager shall be responsible for the performance of contract specifications and oversight and has full authority to act on behalf of the Contractor on matters relating to the performance of the contract. This authority must include, but is not limited to purchase of operation supplies, maintaining prescribed hours of operation, supervision of contractor employees and settlement of customer complaints and claims.

Each office must assign an on-site manager who reports to the Contractor's Project Manager and is directly responsible for the performance of the office in coordination with the Contracting Officer or representative.

If one or more of the Contractor personnel, in all areas of operation, for any reason, become, or are expected to become, unavailable for work for a continuous period of time exceeding 10 days for management or 20 days for all other staff or are expected to devote substantially less effort to the work than indicated in the proposal, the Contractor shall notify the Contracting Officer or representative and promptly replace such personnel with personnel of equal ability and qualifications. The Contracting Officer retains the authority to interview any or all applicants for positions within this contract in any office throughout the term of the contract. The Contracting Officer retains the right to make the final decision in selection.

Continued on next page

A staffing level of at least one (1) full-time consultant per \$650,000 of leisure sales volume is preferred. Adequate levels for staffing at a high level of service will continuously be monitored. In regard to service deficiencies and/or expansion in sales, the Contractor agrees to add staff where requested on a reasonable basis. The Contractor guarantees that staffing levels proposed are sufficient to meet quantifiable service standards with respect to average waiting times, telephone response time, and standard industry practices.

Contractor's agents at base locations receiving calls will answer the phones identifying Vacation Travel Services and the base location. They should have CRS access to special package information and promotions. Air tickets in most cases should be printed on base for concession fee purposes, either to be picked up or mailed to travelers. Contractor's travel consultants will offer complete support to walk-in customers including making reservations, distributing tickets and travel documents, and advising leisure travelers on travel options and availability.

Contractor and all of its employees shall be neatly dressed and meticulous in personal grooming at all times. All employees will be required to wear name tags which identify the employees and facility name.

C-12. BUILDING AND IMPROVEMENTS

The Fund will assume responsibility only for the initial build out of the office to suitable condition for use as a travel office, to include walls, ceilings, carpet, windows and telephone hookups. The Contractor shall assume capital expense for other equipment, shelving, additional counter tops, 800 number lines, telecommunication links for CRS, CRS equipment back office automation, replacement of carpet when necessary. In addition, all other equipment necessary to make the office suitable as a first class leisure travel facility is the responsibility of the Contractor. Interior design must conform to industry agency standards.

Relocation of offices established pursuant to the contract will not be authorized unless MWR and the Contractor agree that a new location is better suited for improved service and increased revenue.

Continued on next page

The Contractor shall keep the premises clean and orderly and shall perform regular housekeeping to the satisfaction of the Contracting Officer or representative. If janitorial services are required to maintain housekeeping responsibilities, these will be at the expense of the Contractor. All facilities, including Contractor's equipment and property, shall be subject to inspection by the base safety engineer and fire marshal for fire and safety hazards.

The Contractor shall assume full risk and responsibility for loss, destruction or damage to U.S. Government property, including MWR Department facilities and property, and assumes full responsibility for any loss, destruction or damage to its own property.

C-13. USE OF FUND EQUIPMENT, FURNITURE OR FIXTURES

Contractor shall have the responsibility at its own expense to furnish and equip the vacation travel offices subject of this contract. In cases where Fund equipment, furniture or fixtures are to be used, as agreed to by the Fund, the Contractor shall sign a custody receipt for the equipment furnished to be used during the period of the contract.

Repairs and replacement of Fund equipment, furniture or fixtures will be accomplished at Fund expense. Contractor shall be expected to perform routine preventive maintenance to maintain the equipment, furniture and fixtures in a clean and sanitary condition, and exercise reasonable care, security, and protection for such equipment, furniture and fixtures. The Contractor shall be held liable for damage or loss of Fund property caused by or contributed to by negligent acts or omission of the Contractor, its employees or agents. Fund equipment or furniture shall not be removed from the installation without prior written approval of the MWR Director, and shall be used only for the performance of travel services as designated herein. The Contracting Officer or the Contracting Officer's representative may inspect the equipment, furniture and fixtures at any time.

C-14. UTILITIES

Charges for telephone installation, including CRS telecom drop lines, and all other communications facilities and services, shall be the Contractor's responsibility.

Charges for heat, power, water, sewage service and outside trash removal will be paid by the Fund. The Contractor will not be charged rent for office space.

Continued on next page

C-15. SIGNAGE

The Fund will furnish at its expense and the Contractor shall keep posted the following:

- An exterior sign designating Vacation Travel Services at the entrance;
- A sign inside the building designating it as Vacation Travel Services.

The Contractor shall furnish at its expense and keep posted, the following signs, all of which will be subject to the approval of the Contracting Officer's representative;

- A policy assuring traveler satisfaction guaranteed;
- Hours and days of operation;
- Emergency contact sign;
- Check cashing policy/guidelines/fees;
- Sign notifying customers of MWR's right to audit all transactions and I & I's for accounting purposes.

C-16. COMPUTER RESERVATION SYSTEM (CRS)

The Contractor shall use a DoD approved CRS, at no charge to the Fund, when providing automated reservation and ticketing support services to all customers. The Contractor shall provide service in the event of CRS failure. CRS equipment, features and capabilities required are listed in attachment A. The Contractor shall provide state-of-the-art computer reservation system (CRS), telecom lines and related back office equipment electronically interfaced with the state-of-the-art front office equipment, at no charge to the Fund. Equipment must include PC based, intelligent work stations for reservations terminals, and high speed printers for tickets, boarding passes and I & I's.

Continued on next page

The system must have on-line, real time reservations and ticketing capability for providing lowest fare evaluations, bookings, reservations, ticketing, seat assignments, boarding passes, hotel, car rental, tour and cruise reservations and other travel related services. Contractors shall explain how they will provide services and ticketing in the event of downtime in the CRS.

The Contractor shall continue to refresh equipment as technology becomes more advanced, i.e., travel kiosks.

C-17. GOVERNMENT CRS TERMINALS

*(The following paragraph will only be necessary in large regional contracts.)
The Contractor shall provide and install one (1) CRT work station, at no charge to the Fund, for the use of the Fund to audit and monitor the contract. The system will retain all enhancements except for ticketing capabilities. The CRT work station will allow the Fund to monitor contractor operations on a real time basis. The terminal will be capable of accessing the PNR's booked by the Contractor at all locations participating in the contract. Training for one designated Government representative will be required at Contractor expense.*

C-18. AUTOMATION FEATURES

The Contractor shall audit Passenger Name Records (PNR's) as soon as they are booked for the lowest applicable fares and/or lower cost alternative routings. The system shall have the capability to re-book on the same flight or display alternate flights/airlines which offer lower fares. Related services such as advance seat assignment, direct access, advance boarding passes, and "last seat" selection and availability shall be provided.

C-19. MANAGEMENT INFORMATION SYSTEMS (MIS) REPORTS

Fully documented sales reports will be submitted with each month's concession fee check. The accompanying documentation will clearly indicate the name, address and ARC/IATA number of the office producing the fee.

Continued on next page

The Contractor shall produce detailed management information systems (MIS) reports. MIS reports will be prepared monthly and submitted to the Contracting Officer no later than 15 working days after the close of the previous month. Standardized reports recording monthly sales by type of traveler, type of product, commissions earned, deposits, balance due/date and concession fee will be required.

The Contractor shall have the capability of generating reports on either a collective or segmented basis. Reports will be available on a monthly basis or at the request of the Contracting Officer's representative.

In addition to the monthly MIS reports, access will be made available upon request to invoices, voided invoices, ARC report and refunds. The Contractor shall also prepare a quarterly report which will provide revenue generated for all forms of transportation, commission revenue earned and concession fee paid to the Fund.

C-20. AUTOMATED INVOICE AND ITINERARY

Every transaction will have an itinerary/invoice # which is entered into the CRS and transferred to the back office system. All transactions shall be numerically controlled. A minimum of three (3) copies of the I & I will be generated. First copy to the customer, second copy to MWR and the third copy will be retained by the Contractor and kept on site for a minimum of 3 years.

The Contractor shall include the following information in the automated invoice and itinerary:

- Traveler's name and number of persons included in the reservation /itinerary;
- All applicable air, rail, bus, tour, cruise, hotel, and car rental information, also, all related information pertaining to services provided;
- Air information to include not less than carrier, flight number, origin/destination, and departure/arrival, dates/times;

Continued on next page

- Hotel/Car information to include not less than name, phone number and location. Confirmation number may be added at a later date;
- Transportation charges and fare basis;
- Ticket number, also PNR or other reference number;
- Any special requirements, cancellations, penalties or restrictions;
- Messages or special instructions to traveler;
- Inclusive dates of the reservation and other pertinent information including the total price, deposits, balance due/dates;
- Passengers home address, telephone number, frequent flyer number, form of payment and quality control remarks;
- A statement certifying that the passenger understands the above itinerary, along with any restrictions/conditions or penalties that may apply.
- Signature and Date space for passenger.

C-21. TICKETING CAPABILITY

The Contractor shall maintain the capability of issuing tickets for all airlines and other travel suppliers at each location subject of the contract. The Contractor shall issue tickets for all regularly scheduled airlines, both domestic and international (IATA and non-IATA). The Contractor shall not discriminate against foreign carriers in applying the low cost fare guarantee. Airline validation plates and manual ticket stock will be provided at each office for backup ticketing capability in the event of CRS downtime.

Continued on next page

C-22. LOWEST AVAILABLE FARE AND RATE GUARANTEES

The Contractor shall guarantee that at time of booking, within the class of service or category designated or requested, every traveler is offered the lowest applicable, available fares, rates or prices. If it can be proved that there was a difference between what was offered and what was available, the Contractor shall refund the difference to the traveler between what was paid and the lower fare, rate or price for the travel product.

C-23. AUDITS

The Contractor shall submit to and fully cooperate in audits of all financial obligation, lowest fare/rate attainment audits and contract performance audits as required by the Contracting Officer during the term of the contract. Such audits will be conducted by Navy personnel or designated third parties. The Contractor shall maintain records of all transactions and accounts relating to travel sales pursuant to this contract. These records and accounts shall be available on reasonable notice and during normal business hours for inspection and audit by Navy personnel and/or independent third party auditors designated by the Contracting Officer. Financial and service audits shall be conducted at least annually during the term of the contract.

C-24. CHARGES FOR TRAVEL SERVICES AND FORM OF PAYMENT

The Contractor shall charge the customer actual costs for telephone, fax and mailing required for processing hotel, car rental, tours and packages. The amounts of such charges will be identified to the customer and shown separately on the I & I. Toll-free numbers shall be used by the Contractor to the maximum extent to avoid charges against the traveler.

Deposits may be required from traveler, but in all cases the traveler must be informed of all cancellation penalties or non-refundable deposits at the time travel arrangements made. The reservations and confirmation form and I & I executed by the traveler will contain all information describing all penalties or other restrictions applied to the travel arrangements.

Continued on next page

The Contractor shall accept cash, checks and all major credit cards. The Contractor is responsible for the payment of fees, charge-backs or other costs levied by charge card companies. In accepting personal checks, the Contractor may refuse a check if the identification offered by the traveler indicates that the individual's check cashing privileges have been suspended. The Contractor and MWR will each maintain "returned" check lists which will be updated and exchanged bi-monthly.

C-25. DISHONORED CHECKS AND INVALID CREDIT CARDS

The Contractor may charge the customer a service fee not to exceed the amount charged by the Fund for dishonored checks received except that the charge will not be applicable when (a) the bank acknowledges the return to be the result of bank error or, (b) the return is the result of a Contractor error. The amount charged by the Contractor will not exceed the administrative amount charged by the Fund for dishonored checks. MWR will assist where applicable in the collection of returned checks. Losses due to dishonored checks and invalid credit cards are Contractor's responsibility and will not be used to reduce gross sales or to adjust fees due the Fund.

Where a dishonored check is returned on a concession fee payment due the Fund from the Contractor, the Fund may charge the Contractor a service fee not to exceed \$25.00 except when (a) the bank acknowledges the return to be a result of bank error or, (b) the return is the result of a Fund error. Since a dishonored check will most likely result in a late payment, late payment fees will be assessed. The Fund may, at its option, require payment to be made in cash, certified check or cashier's check.

C-26. CUSTOMER REFUNDS

Payments and deposits by the traveler to the Contractor shall be refunded totally if the traveler cancels the reservation within the time period specified on the I & I. Payments and deposits by the traveler to the Contractor for reservations either canceled by the Contractor or supplier involved, for which substitute travel or accommodations acceptable to the traveler cannot be arranged, will also be totally refunded. Concession fees will not be paid on canceled reservations for which refunds are made.

Continued on next page

Within the Contractor's control, all reservations for vacation travel services booked for travelers will be honored. If confirmed reservations are not honored, the Contractor shall arrange for like travel services or reimburse the traveler for additional expenses incurred in order to obtain substitute travel services.

C-27. FEE PAYMENTS

On concession fees due the Fund from commissions received on hotel and car rental sales, the Contractor may be required to substantiate figures by submitting copies of supplier checks along with deposit records of all such checks.

Concession fee payments due the Fund along with supporting MIS reports will be due no later than the fifteenth (15) calendar day after the close of the previous calendar month. In the event of late payments, Contractor will be assessed a late payment penalty fee of one (1) percent of the payment amount each day the payment is late. Two (2) consecutive months failure to pay obligated concession fees will be grounds for material default and termination of the contract.

C-28. MARKETING, PROMOTIONAL AND ADVERTISING REQUIREMENTS

The Contractor, in partnership with MWR, shall develop an advertising plan utilizing the variety of marketing outlets available to further promote travel and expand the existing market. The marketing plan will explain objectives and techniques for increasing leisure sales through the term of the contract. After award, the initial plan may be revised during the implementation phase of the contract and updated/revised quarterly for the entire term of the contract.

Meetings will be conducted quarterly with the Contracting Officer's representative to review progress and assess the plan. MWR will publish on a regular basis, articles pertaining to general travel information in base papers and MWR publications.

All requests of the Contractor for promotional items from on base activities, other than MWR, must be coordinated through and approved by the Contracting Officer or designated representative. The Contractor shall pursue and utilize co-op advertising and support from suppliers whenever possible to support advertising/marketing expenses. This will be in addition to any support received from suppliers supporting national or corporate campaigns.

Continued on next page

The objective is to create a business relationship resulting in increased vacation travel revenue for both the Contractor and the Fund. MWR will rely on Contractor expertise to increase sales to all segments of the target market, e.g., active duty, family members, retirees and DoD personnel.

C-29. SERVICE COMPLAINTS AND CLAIMS

The Contractor shall adhere to a policy of "customer satisfaction guaranteed". All customer complaints and claims, including, but not limited to, claims for loss or damage to customer property, will be resolved at the Contractor's expense. Any disagreement that cannot be resolved between the Contractor and the customer will be referred to the Contracting Officer's representative whose decision will be final. If the Contractor fails to process complaints and claims in a timely manner, the Fund will settle the customer complaint and claims and charge them to the Contractor's account.

All service complaints, whether oral or in writing, will be investigated immediately upon receipt and will be acknowledged within three (3) working days of receipt of the complaint by the Contractor. A written copy of the resolution of the complaint by the Contractor shall be provided to the Contracting Officer's representative within ten (10) working days from the date of the complaint unless there are exceptional circumstances requiring a longer period of time for resolution.

Customer complaints or claims based on services by a previous Contractor shall be referred to the Contracting Officer's representative. Complaints or disputes between the traveler and suppliers shall be resolved promptly.

C-30. QUALITY CONTROL

The Fund believes that quality service, equivalent in all regards to off-base travel agencies, is essential to increasing market share and total sales.

Any identified errors will be corrected and double-checked by the Contractor. Identified errors will be reviewed and discussed between the Project Manager and the Contracting Officer's representative.

Continued on next page

The Fund will randomly survey customers regarding overall satisfaction of the Contractor. Comment cards will be furnished by MWR. Areas of customer service, product selection/variety, responsiveness, experience level and knowledge of travel will be used to measure Contractor performance. Results of surveys will be discussed with the Contractor. For document preparation, including invoices, air routings, tickets and itineraries, errors will be reviewed and discussed between the project manager and the Contracting Officer. All identified errors will be corrected and re-checked.

The Contractor shall be responsible to the Fund for establishing effective management controls and techniques, exercising efficient management practices, establishing internal control procedures, assuring compliance with the provisions of the contract and providing a complete and accurate accounting of all sales and other transactions which occur at the vacation travel offices. Failure by the Contractor to establish and maintain such management controls could be considered a material default and grounds for termination of this contract.

C-31. SETTLEMENT OF ACCOUNT UPON TERMINATION OR EXPIRATION

Upon termination or expiration of this contract, the Contractor shall promptly settle its account with the Fund, including prompt payment in full of all concession fees or other monies due the Fund; relinquish occupancy of the premises, and return equipment, furniture, fixtures and other Fund owned property used by the Contractor in good order and condition, ordinary wear and tear excepted; surrender all installation passes of the Contractor and its employees; complete settlement of all customer claims and complaints; continue interim servicing as required above until the new Contractor has begun operations. Contractor shall promptly remove all of its owned property, equipment and supplies from the installation. Failure to do so may cause the Contractor's property to be removed and stored in a public warehouse at Contractor's expense. In the event the Contractor is indebted to the Fund, the Contractor authorizes and empowers the Contracting Officer to take possession of Contractor's property and dispose of same by public or private sale with notice, and to satisfy out of the proceeds of sale, both the cost of sale and Contractor's indebtedness to the Fund.

Continued on next page

**PART I, SECTION E
INSPECTION AND ACCEPTANCE**

E-1. Inspection and acceptance will be performed by the Contracting Officer's Technical Representative named in Section G.

E-2. Payment should be forwarded to the following

INSERT INFORMATION FOR PAYMENT ADDRESS.

**PART I, SECTION F
DELIVERIES AND PERFORMANCE**

F-1. DELIVERY DATES

The Contractor shall adhere to the following implementation schedule for delivery of services called for in this contract:

- Date of Award (DOA) _____ (**enter DOA here**), when contract is formed
- Submit names and resumes of supervisory personnel/managers
DOA + # _____ days
- Planning meeting/pre implementation plan **DOA + # _____ days**
- Office designs/layouts/decorating proposals **DOA + # _____ days**
- Phone requests and work orders for Public Works **DOA + # _____ days**
- Interviews with supervisory personnel/managers **DOA + # _____ days**
- Start up schedule **DOA + # _____ days**
- Proofs of any collateral material to be used (ticket jackets, I & I's, special program brochures, letterhead, comment cards and eval forms)
DOA + # _____ days
- Staffing proposals with resumes/qualifications and organizational charts
DOA + # _____ days
- Proposal plans for special projects **DOA + # _____ days**
- Staff training schedule **DOA + # _____ days**
- Revised advertising/marketing plan for first six (6) months **DOA + # _____ days**

Continued on next page

- Design and establish MIS reports and internal audit trails to be submitted to MWR **DOA + # _____ days**
- Implementation site visit walk through of each site with MWR representative **DOA + # _____ days**
- Final pre-implementation meeting **DOA + # _____ days**
- Commence service at all locations **DOA + # _____ days**

The Contractor shall have access to all facilities within forty-eight (48) hours after contract award in order to survey offices, prepare site diagrams and evaluate implementation requirements in detail. Contractor shall receive a point of contact on each installation to coordinate requests for and installation of telephone lines.

The Contractor can expect the cooperation of incumbent agencies in all aspects of the transition/implementation, including the transfer of profiles where the same CRS is to be used. The Contractor shall not be penalized for delays caused by either incumbents or by the Navy. In addition to coordinating implementation with authorities at each installation, the Contractor shall be expected to brief the Contracting Officer or the representative orally at least once per week on the status of implementation.

**PART I, SECTION G
CONTRACT ADMINISTRATION DATA**

**G-1. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE
(COTR)**

a. The COTR serves primarily as liaison between the Contractor and the Contracting Officer. The COTR clarifies contract requirements as necessary with respect to the quality of Contractor performance. **The COTR may not direct the contractor in performance of the work.** The COTR will inspect and/or accept the services and/or deliverables due as the Contracting Officer's representative. All matters pertaining to this contract of a technical nature should be referred to the below listed Contracting Officer's Technical Representative:

COTR: _____

ALT COTR: _____

b. The COTR is not an Administrative Contracting Officer and does not have the authority to direct the accomplishment of effort which is beyond the scope of the statement of work in the contract.

c. When, in the opinion of the Contractor, the COTR requests effort outside the existing scope of the contract, the Contractor shall promptly notify the Contracting Officer in writing. No action shall be taken by the Contractor under such direction until the Contracting Officer has issued a modification to the contract; or until the issue has been otherwise resolved.

d. In the event that the COTR named above is absent due to leave, illness or official business, all responsibilities and functions assigned to the COTR will be the responsibility of the alternate COTR.

NOTE: The COTR does not have the authority to change any aspect of the contract, nor to obligate the NAFI in contractual matters. The Contracting Officer is the sole person authorized to change, modify, or otherwise alter any of the requirements of this contract. Changes affected by anyone other than the Contracting officer will not obligate the Fund.

Continued on next page

G-2. CERTIFICATION OF MANAGEMENT AND EMPLOYEE AVAILABILITY

Within ten (10) days after award, the Contractor shall provide the Contracting Officer's representative with the name of the Project Manager or the name of supervisory personnel who will assume managerial duties on an interim basis until a Project Manager is appointed. Within 30 days after award, Contractor shall provide the Contracting Officer's representative with written notification of the person appointed as the Project Manager. MWR retains the right to make the final decision in selection.

PART I, SECTION H SPECIAL CONTRACT REQUIREMENTS

H-1. OPTION TO EXTEND THE TERM OF THE CONTRACT

a. The Fund may extend the term of this contract by written notice to the Contractor within the time specified in the Schedule, provided, that the Fund shall give the Contractor a preliminary written notice of its intent to extend at least 90 days before the contract expires. The preliminary notice does not commit the Fund to an extension.

b. If the Fund exercises this option, the extended contract shall be considered to include this option provision.

c. The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

H-2. EXCLUSIVITY

The sections concerning ITT can vary for each RFP, please alter accordingly.

The Contractor shall be named as the sole, exclusive vacation travel provider operating dedicated offices at the above specified installations. Additionally, no competing travel agencies will be provided direct access to the military population to advertise, sell or otherwise market vacation travel services on the installation unless the Contractor has first declined to provide the particular service; or the levels of service or price available through the Contractor are determined by the Contracting Officer to be unresponsive. Although no other dedicated vacation travel provider will be contracted, exclusivity in sales cannot be guaranteed. In some cases, individual travelers may make their own arrangements direct with suppliers or with off-base providers and, while not encouraged to do so, travelers can request services limited to point-to-point air and related car and hotel sales at the on-base official travel office. Also, the MWR ITT offices will retain the right to offer and provide one (1) day local excursion tours and on occasion, overnight trips by bus.

Continued on next page

H-3. REQUIREMENT FOR ETHICAL PRACTICES

The Contractor will be required to observe wholly ethical practices in the sales of vacations travel products, and the operation of offices on military installations. Unfair, improper, or deceptive inducements, manipulation, deception or fraud in misleading advertising, sales literature or any form of misrepresentation in dealing with travelers are strictly prohibited and grounds for termination of the contract as a material default.

H-4. RELIABILITY OF SUPPLIERS

Contractor shall exercise due care, including reasonable investigation, in the selection of competent reliable and financially solvent third party suppliers to provide travel services for travelers served under this contract. Contractor shall make every reasonable effort to advise the Contracting Officer and individual travelers of any impending bankruptcies, financial instability and/or competence of such suppliers to render effective, reliable services.

H-5. PROFESSIONAL ACCREDITATION REQUIREMENTS

The Contractor shall be accredited as a duly authorized representative for suppliers of air, rail, tour and cruise. ARC and IATA , or similar certification, will be required for each vacation travel office. Loss of certification from ARC, IATA or removal of authorization to represent suppliers will be grounds for termination of the contract as material default. The Contractor is exclusively responsible for compliance with all industry requirements for travel providers engaged in supplier representation including regulatory requirements and individual suppliers' policies and rules.

H-6. STAFFING EXPERIENCE, EDUCATIONAL & HEALTH REQUIREMENTS

The Project Manager must have at least five (5) years of travel industry experience, of which two (2) years have been in leisure travel, along with a minimum of two (2) years management/supervisory experience.

Continued on next page

The on-site manager must have a minimum of three (3) years leisure travel experience and a minimum of one (1) year as a leisure travel manager.

Each travel consultant must have, within the last three (3) years, at least one (1) year full time leisure travel experience. This experience will encompass all aspects of the leisure travel industry and must include vacation counseling, booking and confirmation of reservations and CRS and document preparation.

The Contractor and all employees accessing the offices subject of this solicitation must meet health standards prescribed by each installation's regulations and must obtain base passes and permits as required by base regulations.

H-7. PERFORMANCE REQUIREMENTS SUMMARY

The Performance Requirements Summary (PRS), Attachment (A) provides those contract requirements considered most critical to performance. The PRS establishes the standard for satisfactory performance and provides the Government surveillance methods used to evaluate Contractor performance.

When the number of defects in Contractor performance, revealed by inspection, exceeds the Acceptable Quality Level (AQL), the Contractor will be notified in writing. The Contractor shall explain, in writing, why the performance was unacceptable, how performance will be returned to acceptable levels and how recurrence of the problem(s) will be prevented.

During the first two (2) months of implementation, a larger error rate than indicated in the AQL of the PRS will be allowed in some areas to recognize normal phase-in problems. Any performance requirements which exceed the AQL (1 or U) must be responded to within 5 days of notification from the Contracting Officer's representative. Performance requirement discrepancies which are not responded to within 5 days will be considered non compliance by the Contractor and could result in termination of the contract.

Continued on next page

H-8. CONTINUITY OF SERVICES

a. The Contractor recognizes that the services under this contract are vital to the NAFI and shall be continued without interruption and that, upon contract expiration, a successor, either the NAFI or another contractor, may continue them. The Contractor agrees to (1) furnish phase-in training and (2) exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

b. The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase out services for up to 90 days after this contract expires, and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

c. The Contractor shall be reimbursed for all reasonable phase-in, phase-out duties by applying a pro rata share of the last contract year's pricing.

d. Notice of intent not to renew will be provided (90) days prior to expiration of the contract, and where such notice is tendered, the contractor will have an obligation to provide interim or /transitional service at the same level as called for by this contract for a period not to exceed ninety (90) days after expiration or the period of time necessary for the Navy to obtain a successor Contractor through competitive solicitation procedures, whichever period is shorter. The transitional servicing obligation of the contractor is specified later herein.

e. Existing Contractor's obligation to assist with transitional servicing to a new Contractor includes full, active cooperation in the transfer of profiles and passenger name records (PNR's), subject to whatever requirements are imposed by CRS vendors, as well as other cooperative efforts to ensure a smooth transition with no disruption in service to travelers or interruption otherwise in the program.

Continued on next page

f. In the event the contract is terminated for any reason, the Contractor will fully cooperate during the transition with the Navy and the new Contractor. Full and continued services will be provided after expiration of the contract until the new Contractor commences operations, or for whatever period is otherwise specified by this contract.

H-9. SUBCONTRACTING

THE ENCLOSED PARAGRAPH ON SUBCONTRACTING IS FOR LARGE REGIONAL CONTRACTS ONLY

Although subcontracting is not a requirement, if the offeror wishes to subcontract, the proposal/plan must be approved by the Contracting Officer. The Contractor will assume full financial and operational responsibility for all subcontractor performance and contract compliance.

H-10. LOST, ABANDONED AND UNCLAIMED PROPERTY

Personal property left in the Vacation Travel Office will be returned promptly to the owner if the owner can be identified. If return to the owner can not promptly be accomplished, the item will be turned over to the appropriate military office for lost, abandoned or unclaimed items.

H-11. NOTICE TO CONTRACTOR OF DRUG DETECTION PROCEDURES

Pursuant to Navy policy applicable to both government and concessionaire personnel, measures will be taken to prevent the introduction and utilization of illegal drugs and related paraphernalia into the government work area.

(1) In furtherance of Navy's drug control program, unannounced periodic inspections of the following nature may be conducted by installation security authorities:

- (a) Routine inspection of concessionaire occupied work spaces.

Continued on next page

(b) Random inspection of vehicles on entry or exit from the installation, with drug detection dog teams.

(c) Random inspection of personal possessions on entry or exit from the installation.

(2) When there is a probable cause to believe that a Contractor employee on board the installation has been engaged in the use, possession or trafficking of drugs, the installation authorities may detain said employee until the employee can be removed from the installation, or can be released to the local authorities having jurisdiction. The installation authorities may also physically debar said employee from entry on board that installation.

(3) Trafficking in illegal drugs and drug paraphernalia by Contractor employees while on military installation may lead to physical debarment, possibly withdrawal, or downgrading of security clearance, referral for prosecution by appropriate law enforcement authorities.

(4) The Contractor is responsible for the conduct of employees performing work under this contract and is therefore, responsible to assure that employees are notified of these provisions prior to assignment.

(5) The removal of Contractor personnel from the installation as a result of drug offense shall not be cause for excusable delay, nor shall such action be deemed the basis for equitable adjustment to price, delivery, or other provisions of this contract.

PART II, SECTION I**NONAPPROPRIATED FUND CONTRACT CLAUSES****TABLE OF CONTENTS**

1. DEFINITIONS
2. ADVERTISEMENTS
3. ASSIGNMENT
4. COMMERCIAL WARRANTY
5. DISCOUNTS FOR PROMPT PAYMENT
6. DISPUTES
7. EXAMINATION OF RECORDS
8. GRATUITIES
9. HOLD AND SAVE HARMLESS
10. INSPECTION
11. INSURANCE
12. INVOICES
13. LAW GOVERNING CONTRACTS
14. LEGAL STATUS
15. MODIFICATIONS
16. ORDER OF PRECEDENCE
17. PAYMENTS
18. PROOF OF SHIPMENT
19. TAXES
20. TERMINATION FOR CONVENIENCE
21. TERMINATION FOR DEFAULT
22. VARIATION IN QUANTITY

(Incorporated by Reference)

23. OFFICIALS NOT TO BENEFIT
24. COVENANT AGAINST CONTINGENT FEES
25. CONVICT LABOR
26. WALSH-HEALY PUBLIC CONTRACTS ACT
27. EQUAL OPPORTUNITY
28. AFFIRMATIVE ACTION - VETERANS
29. AFFIRMATIVE ACTION - HANDICAPPED WORKERS
30. CERTAIN COMMUNIST AREAS
31. EXTRAS
32. CHANGES - FIXED PRICE
33. RESPONSIBILITY FOR SUPPLIES
34. CLEARANCE AND DOCUMENTATION - SHIPMENTS
35. CONTRACT WORK HOURS & SAFETY STANDARDS ACT
36. SERVICE CONTRACT ACT OF 1965
37. SERVICE CONTRACT ACT OF 1965
38. CHANGES - FIXED PRICE
39. INSPECTION OF SERVICES - FIXED PRICE

BUPERSINST 7043.1A

PART II, SECTION I

NONAPPROPRIATED FUND CONTRACT CLAUSES

1. DEFINITIONS - As used throughout this contract, the following terms and abbreviations have the meanings set forth below:

- a. The term "Contract" means this agreement or order and any modifications hereto.
- b. The abbreviation "NAFI" means Nonappropriated Fund Instrumentality of the United States Government.
- c. The term "Contracting Officer" means the person executing or responsible for administering this contract on behalf of the NAFI which is a party hereto, or his successor or successors.
- d. The term "Contractor" means the party responsible for providing supplies and/or services at a certain price or rate to the NAFI under this contract.

2. ADVERTISEMENTS - Contractor agrees that none of its nor its agent's advertisements, to include publications, merchandise, promotions, coupons, sweepstakes, contests, sales brochures, etc., shall state, infer or imply that the contractor's products or services are approved, promoted or endorsed by the NAFI. Any advertisement, including cents off coupons, which refers to a NAFI will contain a statement that the advertisement is neither paid for nor sponsored in whole or in part by the particular activity.

3. ASSIGNMENT - Contractor may not assign his rights or delegate his obligations under this contract without prior written consent of the Contracting Officer.

4. COMMERCIAL WARRANTY - The Contractor agrees that the supplies or services furnished under this contract shall be covered by the most favorable commercial warranties the Contractor gives to any customer for such supplies or services and that the rights and remedies provided herein are in addition to and do not limit any rights afforded to the NAFI by any other clause of this contract. The printed terms and conditions of such warranty will be provided to the NAFI with the delivery of any supplies covered.

5. DISCOUNTS FOR PROMPT PAYMENT - In connection with any prompt payment discount offered, time will be computed from the date of the contractor's invoice. Payment is deemed to have been made as of the date on the payment check or date on which electronic funds transfer is made.

Continued on next page

APPENDIX L
Enclosure (1)

PART II, SECTION I**6. DISPUTES**

a. Except as otherwise provided in this contract, any dispute or claim concerning this contract which is not disposed of by agreement shall be decided by the Contracting Officer, who shall state his decision in writing and mail or otherwise furnish a copy of it to the Contractor. Within 90 days from the date of receipt of such copy the Contractor may appeal by mailing or otherwise furnishing to the Contracting Officer a written appeal address to the Armed Services Board of Contract Appeals and the decision of the Board shall be final and conclusive: provided that if no such appeal is filed the decision of the Contracting Officer shall be final and conclusive. The Contractor shall be afforded an opportunity to be heard and to offer evidence in support of any appeal under this clause. Pending final decision on such a dispute, however, the Contractor shall proceed diligently with the performance of the contract and according to the decision of the Contracting Officer unless directed to do otherwise by the Contracting Officer.

b. The "Disputes" clause does not preclude consideration of law questions in connection with decisions provided for in paragraph "a" above, provided that nothing in this contract shall be construed as making final the decision of any administrative official, representative, or board on a question of law.

7. EXAMINATION OF RECORDS

a. The clause is applicable if the amount of this contract exceeds \$10,000 and the contract was entered into by means of negotiation. The Contractor agrees that the Contracting Officer or his duly authorized representative shall have the right to examine and audit the books and records of the Contractor directly pertaining to the contract during the period of the contract and until the expiration of three years after the final payment under the contract.

b. The Contractor agrees to include the clause in "a" above in all subcontracts thereunder which exceed \$10,000.

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

PART II, SECTION I

8. GRATUITIES

a. The NAFI may by written notice to the Contractor, terminate the right of the Contractor to proceed under this contract if it is found after notice and hearing, by the Secretary of the Navy or his duly authorized representative, that gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Contractor, or any agent or representative of the Contractor, to any officer or employee of the Government or the NAFI with a view toward securing favorable treatment with respect to the awarding or amending, or the making of any determinations with respect to the performing of such contract.

b. In the event this contract is terminated as provided paragraph "a" hereof the NAFI shall be entitled (i) to pursue the same remedies against the Contractor as it could pursue in the event of a breach of contract by the Contractor and (ii) as a penalty in addition to any other damages to which it may be entitled by law to exemplary damages in an amount (as determined by the Secretary of the Navy or his duly authorized representative), which shall be not less than three nor more than ten times the cost incurred by the Contractor in providing any such gratuities to any such officer or employee.

c. The rights and remedies of the NAFI provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under this contract.

9. HOLD AND SAVE HARMLESS - The Contractor shall indemnify, save harmless and defend NAFI, its outlets and customers from any liability, claimed or established for violation or infringement of any patent, copyright or trademark right asserted by any third party with respect to goods hereby ordered or any part thereof. Contractor further agrees to hold NAFI harmless from all claims or judgments for damages resulting from the use of products listed in this contract, except for such claims or damages caused by or resulting from the negligence of NAFI customers, employees, agents or representatives. Also, Contractor shall at all time hold and save harmless NAFI, its agents, representatives and employees from any and all suits and expenses which arise out of acts or omission of Contractor, its agents, representatives, or employees.

Continued on next page

APPENDIX L
Enclosure (1)

PART II, SECTION I

10. INSPECTION - Unless otherwise provided herein, inspection shall be made after receipt of the supplies by the ordering activity, or after completion of services by the Contractor. Inspection and acceptance shall not be conclusive with respect to latent defects or fraud, or with respect to the NAFI's rights under the Proof of Shipment provisions contained herein. In case any supplies or services are defective in material or workmanship, or are otherwise not in conformity with the requirements of this contract, the NAFI shall have the right to reject such supplies or services, or to require replacement or correction. Rejected supplies shall be removed by and at the expense of the Contractor promptly after notice. If required by the NAFI, the Contractor, after notice of defect or non-conformance, shall, with all possible speed, correct or replace the defective or non-conforming supplies or services, or any part thereof. When such correction or replacement requires transportation of the supplies or part thereof, all shipping costs to and from the Contractor's plant shall be borne by the Contractor.

11. INSURANCE

a. The Contractor shall, at his own expense, procure and maintain during the entire performance period of this contract insurance of at least the kinds and minimum amounts set forth herein.

b. At all times during performances, the Contractor shall maintain with the Contracting Officer a current Certificate of Insurance showing at least the insurance required herein, and providing for thirty (30) days written notice to the Contracting Officer by the insurance company prior to cancellation or material change in policy coverage.

c. The Contractor shall also require all first-tier subcontractors who will perform work on a Government installation to procure and maintain the insurance required herein during the entire period of their performance. The Contractor shall furnish (or assure that there has been furnished) to the Contracting Officer a current Certificate of Insurance meeting the requirements of (b) above for each such first-tier subcontractor, at least five (5) days prior to entry of each such subcontractor's personnel on the Government installation. In implementation of the insurance clause above the Contractor shall procure and maintain:

(1) Workman's compensation as prescribed by the laws of the state in which the work will be performed and employer's liability insurance.

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

PART II, SECTION I

(2) General Liability insurance wherein the NAFI and the United States are included as named insurers stating that such insurance is primary (secondary to or contributory with no other insurance). Policy limits of \$500,000 per person - \$1,000,000 per occurrence for injury or death, and \$100,000 property damage per occurrence are required.

(3) Contractor is responsible for damage or loss to his owned or leased equipment. Claims will be honored only if it can be shown that the NAFI was negligent and caused damage or loss to his equipment.

12. INVOICES - An invoice is a written request for payment under the contract for supplies delivered or for services rendered. In order to be proper, an invoice should include (and in order to support the payment of interest penalties must include) the following:

- (i) Invoice date;
- (ii) Name of Contractor;
- (iii) Contract number (including order number if any) contract description of supplies or services, quantity, contract unit of measure and unit price and extended total;
- (iv) Shipment number and date of shipment (Bill of Lading number and weight of shipment will be shown for shipments on Government Bills of Lading);
- (v) Name and address to which payment is to be sent (which must be the same as that in the contract or on a proper notice of assignment);
- (vi) Name (where practicable), title, telephone number and mailing address of person to be notified in event of a defective invoice; and
- (vii) Any other information or documentation required by other provisions of the contract (such as evidence of shipment).

Invoices shall be prepared and submitted in duplicate (one copy shall be marked "Original") unless otherwise specified.

13. LAW GOVERNING CONTRACTS - In any dispute arising out of this contract, the decision of which requires consideration of law questions, the rights and obligations of the parties shall be interpreted and determined according to the substantive laws of the United States of America.

Continued on next page

APPENDIX L
Enclosure (1)

PART II, SECTION I

14. LEGAL STATUS - The NAFI is an integral part of the Department of Defense and is an instrumentality of the United States Government. Therefore, NAFI contracts are United States Government contracts; however, they do not obligate appropriated funds of the United States. NO APPROPRIATED FUNDS OF THE UNITED STATES SHALL BECOME DUE OR BE PAID A CONTRACTOR BY REASON OF THIS CONTRACT.

15. MODIFICATIONS - No agreement or understanding to modify this contract will be binding upon NAFI unless made in writing and signed by a Contracting Officer from the office that issued the contract or its successor.

16. ORDER OF PRECEDENCE - In the event of an inconsistency between provisions of this solicitation/award, the inconsistency shall be resolved by giving precedence in the following order: (1) Supplies or Services and Prices/Costs, (2) Description/Specs/Work Statement, (3) Special Contract Requirements, (4) Contract Clauses, (5) other provision of the solicitation/award.

17. PAYMENTS - Payment of prices stated in this contract will be made according to the Prompt Payment Act, as amended. Unless otherwise specified payment will be made on partial deliveries accepted by the NAFI when the amount due on such deliveries so warrants. Payment is deemed to have been made as of the date on the payment check or date on which electronic funds transfer is made.

18. PROOF OF SHIPMENT - (Applicable to shipments outside the United States through the Defense Transportation System (DTS) and Parcel Post shipments to overseas destinations.) Except as otherwise provided in this contract, payment will be made for items not yet received upon receipt of an invoice accompanied by proof of delivery to a postal system or common carrier if delivery is FOB point of origin. For deliveries FOB destination named port of embarkation, invoice must be accompanied by signed receipt by a government representative at named port.

19. TAXES - The prices herein reflect full reduction for taxes which are nonapplicable. In addition to exemption from Federal excise taxes by virtue of exportation, all tangible personal property sold to NAFIs for resale is exempt from state sales and use taxes. All sales other than for resale depend on state law or federal constitutional immunity for exemption from state sales and use taxes.

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

PART II, SECTION I

20. TERMINATION FOR CONVENIENCE - The Contracting Officer by written notice may terminate this contract, in whole or in part when it is in the best interest of the NAFI. If this contract is for supplies and is so terminated, the Contractor shall be compensated according to FAR Subparts 49.1 and 49.2 in effect on the date of this contract. To the extent that this contract is for services and is so terminated the NAFI shall be liable only for payment according to the payment provisions of this contract for services rendered prior to the effective date of termination providing there are no Contractor claims covering nonrecurring costs for capital investment. If there are any such Contractor claims, they shall be settled according to FAR Subparts 49.1 and 49.2

21. TERMINATION FOR DEFAULT - The Contracting Officer, by written notice, may terminate this contract in whole or in part for failure of the Contractor to perform any of the provisions hereof. In such event the Contractor shall be liable for damages including the excess cost of reprocessing similar supplies or services; provided that, if (i) it is determined for any reason that the Contractor was not in default: or (ii) contractor's failure to perform is without his or her, or his or her subcontractor's control, fault or negligence the termination must be deemed to be a termination for convenience. As used in this provision, the term "subcontractor" means subcontractor at any tier.

22. VARIATION IN QUANTITY - No variation in quantity of any item called for by this contract will be accepted unless authorized by the Contracting Officer.

23. NAFI PROPERTY (FIXED-PRICE CONTRACTS) (a) NAFI-furnished property. (1) The NAFI shall deliver (or have delivered) to the Contractor, for use in connection with and under the terms of this contract, the NAFI-furnished property described in the Schedule. (2) The delivery or performance dates for this contract are based upon the expectation that NAFI-furnished property suitable for use will be delivered to the Contractor at the times stated in the Schedule or, if not so stated, in sufficient time to enable the Contractor to meet the contract's delivery or performance dates. (3) If NAFI-furnished property is received by the Contractor in a condition not suitable for the intended use, the Contractor shall, upon receipt of it, notify the Contracting Officer. After completing the directed action and upon written request of the Contractor, the Contracting Officer shall make an equitable adjustment as provided in paragraph (f) of this clause. (4) If NAFI-furnished property is not delivered to the Contractor by the required time, the Contracting Officer shall, upon receipt of it, notify the Contracting Officer. After completing the directed action and upon written request of the Contractor, the Contracting Officer shall make an equitable adjustment as provided in paragraph (f) of clause.

Continued on next page

APPENDIX L
Enclosure (1)

PART II, SECTION I

(b) Title in NAFI Property. (1) The NAFI shall retain title to all NAFI-furnished property. Title to NAFI property shall not be affected by its incorporation into or attachment to any property now owned by the NAFI, nor shall NAFI property become a fixture or lose its identity as personal property by being attached to any real property.

(c) Use of NAFI Property. The NAFI property shall be used only for performing this contract, unless otherwise provided in this contract or approved by the Contracting Officer.

(d) Access. The NAFI and all its designees shall have access at all reasonable times to the premises in which any NAFI property is located for the purpose of inspecting the NAFI property.

(e) Risk of Loss. Unless otherwise provided in this contract, the Contractor assumes the risk of, and shall be responsible for, any loss or destruction of, or damage to, NAFI property upon its delivery to the Contractor or upon passage of title to the NAFI. However, the Contractor is not responsible for reasonable wear and tear to NAFI property or for NAFI property properly consumed in performing this contract.

(f) Equitable adjustment. When this clause specifies an equitable adjustment, it shall be made to any affected contract provision in accordance with the procedures of the Changes clause. When appropriate, the Contracting Officer may initiate an equitable adjustment in favor of the NAFI. The right to an equitable adjustment shall be the Contractor's exclusive remedy. The NAFI shall not be liable to suit for breach of contract for (1) any delay in delivery of NAFI-furnished property; (2) Delivery of NAFI-furnished property in a condition not suitable for its intended use; (3) A decrease in or substitution of NAFI-furnished property; or (4) failure to repair or replace NAFI property for which the NAFI is responsible.

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

PART II, SECTION I**CLAUSES INCORPORATED BY REFERENCE**

The provisions of the following clauses set forth in the Federal Acquisition Regulation (FAR) are hereby incorporated into this order or contract by reference with the same force and effect as though herein set forth in full. As used in the following clauses, the term "Government" is deleted and the abbreviation "NAFI" is substituted in lieu thereof. The date of each clause shall be the current date set forth in the FAR on the issuance date of this order or contract. Clauses made inapplicable by the reference or by the kind of order or contract (e.g. orders or contracts for services instead of supplies) are self deleting. The complete text of any clause incorporated in this order or contract by reference may be obtained from the Contracting Officer.

CLAUSE NO.	REFERENCE	CLAUSE TITLE
23	52.203-1	Officials not to Benefit
24	52.203-5	Covenant Against Contingent Fees
25	52.222-3	Convict Labor (not applicable to contracts subject to Walsh Healy Public Contracts Act)
26	52.222-20	Walsh-Healy Public Contracts Act (Supply Contracts in excess of \$10,000 not with foreign contractors)
27	52.222-26	Equal Opportunity (Supply and Service Contracts over \$10,000)
28	52.222-35	Affirmative Action for Special Disabled Veterans and Vietnam Era Veterans (Supplies and Services \$10,000 or more)
29	52.222-36	Affirmative Action for Handicapped Workers (Supplies and Services over \$2,500)
30	52.225-11	Certain Communist Areas

*Continued on next page*APPENDIX L
Enclosure (1)

PART II, SECTION I

CLAUSE NO.	REFERENCE	CLAUSE TITLE
31	52.232-11	Extras
32	52.243-1	Changes - Fixed-Price
33	52.246-16	Responsibility for Supplies
34	52.247-52	Clearance and Documentation Requirements- Shipments to DoD Air or Water Terminal Transshipment Points

ADDITIONAL NONAPPROPRIATED FUND CONTRACT CLAUSES FOR SERVICES

CLAUSE NO.	REFERENCE	CLAUSE TITLE
35	52.222-4	Contract Work Hours and Safety Standards Act - Overtime Compensation - General (Service contracts over \$2,500)
36	52.222-40	Service Contract Act of 1965 - Contracts of \$2,500 or Less
37	52.222-41	Service Contract Act of 1965 (contracts over \$2,500)
38	52.243-1(ALT 1)	Changes - Fixed-Price
39	52.246-4	Inspection of Services - Fixed-Price

PART IV, SECTION K**REPRESENTATIONS, CERTIFICATIONS AND ACKNOWLEDGMENTS****WALSH-HEALEY PUBLIC CONTRACTS ACT REPRESENTATIONS**

(Applicable to supply contracts exceeding \$10,000.00)

The offeror represents as a part of this offer that the offeror is ___ or is not ___ a regular dealer in, or is ___ or is not ___ a manufacturer of, the supplies offered.

CONTINGENT FEE (Applicable to contracts over \$25,000.00)

(a) Offer ___ has, ___ or has not employed or retained any company or persons (other than a full-time bona fide employee working solely for the offeror) to solicit or secure this contract, and (b) ___ has, ___ has not paid or agreed to pay any company or person (other than a full-time bona fide employee working solely for the offeror) any fee, commission, percentage, or brokerage fee contingent upon or resulting from the award of this contract; and agrees to furnish information relating to (a) and (b) above, as requested by the Contracting Officer. (Interpretation of the representation, including the term "bona fide employee," see Subpart 3.4 of the Federal Acquisition Regulation.)

TYPE OF BUSINESS ORGANIZATION

Offeror operates as ___ an individual, ___ a partnership, ___ a nonprofit organization, ___ a corporation, incorporated under the laws of the State of _____.

EQUAL OPPORTUNITY (Applicable to contracts exceeding \$10,000.00 not exempt from EEO)

(a) Offeror ___ has, ___ has not, participated in a previous contract or subcontract subject either to the Equal Opportunity clause herein or the clause originally contained in section 310 of Executive Order No. 10925, or the clause contained in Section 201 of Executive Order No. 11114; offerer ___ has, ___ has not, filed all required compliance reports; and that representation indicating submission of required compliance reports, signed by proposed subcontractors, will be obtained prior to subcontract awards.

(b) Offeror represents that (1) it ___ has developed and has on file, ___ has not developed and does not have on file, at each establishment affirmative action programs as required by the rules and regulations of the Secretary of Labor (41 CFR 60-1 and 60-2) or (2) it ___ has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

PART IV, SECTION K**CERTIFICATION OF INDEPENDENT PRICE DETERMINATION** (Applicable to contracts over \$25,000.00)

(a) By submission of this offer, the offeror certifies, and in the case of a joint offer, each party thereto certifies as to its own organization, that in connection with this procurement:

(1) The prices in this offer have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other offeror or with any competitor;

(2) Unless otherwise required by law, the prices which have been quoted in this offer have not been knowingly disclosed by the offeror and will not knowingly be disclosed by the offeror prior to opening in the case of an advertised procurement or prior to award in the case of a negotiated procurement, directly or indirectly to any other offeror or to any competitor; and

(3) No attempt has been made or will be made by the offeror to induce any other person or firm to submit or not to submit an offer for the purpose of restricting competition.

(b) Each signature on this offer certifies that the signatory:

(1) Is the person in the offeror's organization responsible within that organization for the decision as to the prices being offered herein and that the signatory has not participated, and will not participate, in any action contrary to (a) (1) through (a) (3), above; or

(2) (i) Is not the person in the offeror's organization responsible within that organization for the decision as to the prices being offered herein but has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated and will not participate, in any action contrary to (a)(1) through (a)(3) above, and as their agent does hereby so certify; and (ii) has not participated, and will not participate, in any action contrary to (a)(1) through (a)(3) above.

Continued on next page

APPENDIX L
Enclosure (1)

PART IV, SECTION K

CERTIFICATION OF NONSEGREGATED FACILITIES (Applicable to contracts and subcontracts exceeding \$10,000.00 which are not exempt from the provisions of the Equal Opportunity clause.)

By submission of this offer, offeror/subcontractor certifies that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not and will not permit its employees to perform their services at any location under its control where segregated facilities are maintained. Offeror/subcontractor agrees that a breach of this certification is a violation of the Equal Opportunity clause in this contract. As used in this certification, the term "segregated facilities" means any waiting rooms, work areas, rest rooms and wash rooms, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing area, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin, because of habit, local custom, or otherwise. Offeror further agrees that (except where it has obtained identical certifications from proposed subcontractors for specific time periods) it will 1) obtain identical certifications from proposed subcontractors prior to the award of subcontracts exceeding \$10,000.00 which are not exempt from the provisions of the Equal Opportunity clause; 2) retain such certifications in its files; and 3) forward the following notice to such proposed subcontractors (except where the proposed subcontractors have submitted identical certifications for specific time periods):

Notice to prospective subcontractors of requirement for certifications of nonsegregated facilities.

A Certification of Nonsegregated Facilities must be submitted prior to the award of a subcontract exceeding \$10,000.00 which is not exempt from the provisions of the Equal Opportunity clause. The certification may be submitted either for each subcontract or for all subcontracts during a period (i.e. quarterly, semiannually, or annually). NOTE: The penalty for making false offers is prescribed in 18 U.S.C. 1001.

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

PART IV, SECTION K**ACKNOWLEDGMENT OF AMENDMENTS**

Amendment No.

Date

The offeror acknowledges receipt
of amendments to the solicitation
for offers and related documents
numbered and dated as follows:

_____	_____
_____	_____
_____	_____
_____	_____

NOTE: Offers must set forth full, accurate and complete information as required by this Solicitation (including attachments). The penalty for making false statements in offers is prescribed in 18 U.S.C. 1001.

APPENDIX L
Enclosure (1)

PART IV, SECTION L**INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS****1. PREPARATION OF OFFERS**

a. Offerors are expected to examine the specifications in section C, Special Contract Requirements in Section H, and all Instructions in this Section. Failure to do so will be at the offeror's risk.

b. Each offeror shall furnish the information required by the solicitation. The offeror shall sign the offer and print or type its name on the Schedule (Standard Form 33) and each continuation sheet on which it makes an entry. Erasures or other changes must be initialed by the person signing the offer. Offers signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the issuing office.

c. Any data previously submitted in response to another solicitation will be assumed unavailable to the Fund; and this data shall not be incorporated into the proposal by reference.

d. Clarity and completeness of the proposal are of utmost importance. The proposal shall be written in a practical, clear, and concise manner. It must use quantitative terms whenever possible and shall avoid quantitative adjectives to the maximum extent possible. Proposal volumes must be internally consistent or the proposal will be considered unrealistic and unacceptable.

L-2. INSTRUCTIONS FOR PREPARATION OF TECHNICAL PROPOSAL

In order to provide all necessary information for a comprehensive technical evaluation, including consideration of overall company technical qualifications and background experience, your proposal shall:

a. Cover your understanding of the proposed work and your proposed method of approach to attain contract objectives. The technical approach shall be such as to enable personnel with general training to make a thorough and complete evaluation and arrive at a sound determination as to whether or not the services proposed and described will satisfy the requirements of the Government. To facilitate the evaluation, the technical proposal should be sufficiently specific, detailed, and complete to clearly and fully demonstrate that the prospective offeror has a thorough understanding of the

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

PART IV, SECTION L

requirements for, and technical problems inherent in the achievement of the specifications and work program herein described, and has a valid and practical solution for each contemplated problem. It is realized that all of the technical factors cannot be detailed in advance; however, the technical proposal shall contain sufficient detail to indicate the proposed means for complying with all applicable specifications and shall include a complete explanation of the techniques and procedures to be exercised. Data previously submitted may not be considered; therefore, such data should not be relied upon nor incorporated in the technical proposal by reference. **Statements that offeror understands, can or will comply with all specifications, statements paraphrasing the specifications or parts thereof, and phrases such as "standard procedures will be employed" or "well known techniques will be used" etc., will be considered insufficient.**

L-3. PREPROPOSAL CONFERENCE

A Pre-proposal conference will be held on _____ (insert date) at _____ EDT (insert time), at _____ (insert location, bldg. number, etc.). Interested parties will notify the issuing office by letter or FAX _____ (insert FAX number) by _____ (insert date) of intent to attend. Telephone inquiries about the solicitation will not be permitted. Prospective Offerors are requested to submit questions in writing to the Contracting Officer prior to the pre-proposal conference. These questions and answers will be discussed at the conference. After the conference, the solicitation will be amended if appropriate.

L-4. AMENDMENTS TO SOLICITATIONS

- a. If the solicitation is amended, then all terms conditions which are not modified remain unchanged.
- b. Offerors shall acknowledge receipt of any amendment to the solicitation by (1) signing and returning the amendment, (2) identifying the amendment number and date in the space provided for this purpose on the form or submitting an offer, and (3) by sending a letter or telegram. The NAFI must receive the acknowledgment by the time specified for receipt of offers.

*Continued on next page*APPENDIX L
Enclosure (1)

PART IV, SECTION L**L-5. SUBMISSION OF OFFERS**

Offers and amendments thereof shall be submitted in sealed envelopes or packages addressed to the office specified in the solicitation, and show the time specified for the receipt, the solicitation number, and the name and address of the offeror. Offerors shall provide ___ copies of their proposal, each in separate binders. Each binder will include (1) proposal text, not to exceed 50 pages, pages to be numbered (2) offer, and (3) all exhibits and appendages. Place the name and address of the company on each binder. All proposals should be sent to:

(Insert address here)

Proposals should be addressed attention: (name P.O.C.) and received no later than (TIME AND DATE)

L-6. LATE SUBMISSIONS, MODIFICATIONS, AND WITHDRAWALS OF PROPOSALS

a. Any proposal received at the office designated after the exact time specified for receipt will not be considered unless it is received before award is made and it

(1) was sent by registered or certified mail not later than the fifth calendar day before the date specified for receipt of offers (e.g., an offer submitted in response to a solicitation requiring receipt of offers by the 20th of the month must have been mailed by the 15th);

(2) was sent by mail or, telegram and it is determined by the Fund that the late receipt was due solely to mishandling by the Fund after receipt at the Government installation;

(3) was sent by U.S. Postal Service Express Mail Next Day Service - Post Office to Addressee, not later than 5:00 P.M. at the place of mailing two working days prior to the date specified for receipt of proposals., The term "working days" excludes weekends and U.S. Federal Holidays; or

(4) is the only proposal received.

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

PART IV, SECTION L

b. Any modification of a proposal or quotation, except a modification resulting from the Contracting Officer's request for "best and final" offer is subject to the same conditions above.

c. A modification resulting from the Contracting Officer's request for "best and final" offer received after the time and date specified in the request will not be considered unless received before award and the late receipt is due solely to mishandling by the Fund after receipt at the Government installation.

d. The only acceptable evidence to establish the date of mailing of a late proposal or modification sent either by U.S. Postal Service registered or certified mail in the U.S. or Canadian Postal Service postmark both on the envelope or wrapper and on the original receipt from the U.S. or Canadian Postal Service. Both postmarks must show a legible date or the proposal, quotation, or modification shall be processed as if mailed late. "Postmark" means a printed, stamped or otherwise placed impression (exclusive of a postage meter machine impression) that is readily identifiable without further action as having been supplied and affixed by employees of the U.S. or Canadian Postal Service on the date of mailing. Therefore, offerors or quoters should request the postal clerk to place a legible hand cancellation bull's eye postmark on both the receipt and the envelope or wrapper.

e. The only acceptable evidence to establish the time of receipt at the Government installation is the time/date stamp of that installation on the proposal wrapper or other documentary evidence of receipt maintained by the installation.

f. The only acceptable evidence to establish the date of mailing of a late offer, modification, or withdrawal sent by Express Mail Next Day Service - Post Office to Addressee is the date entered by the post office receiving clerk on the "Express Mail Next Day Service - Post Office to Addressee" label and the postmark on both the envelope or wrapper and on the original receipt from the U.S. Postal Service. "Postmark" has the same meaning as defined above, excluding postmarks of the Canadian Postal Service. Therefore, offerors or quoters should request the postal clerk to place a legible hand cancellation bull's eye postmark on both the receipt and the envelope or wrapper.

g. Notwithstanding paragraph (a) of this provision, a late modification of an otherwise successful proposal that makes its terms more favorable to the Fund will be considered at any time it is received and may be accepted.

Continued on next page

APPENDIX L
Enclosure (1)

PART IV, SECTION L

h. Proposals may be withdrawn by written notice or telegram (including mailgram) received at any time before award. Proposals may be withdrawn in person by an offeror or an authorized representative, if the representative's identity is made known and the representative signs a receipt for the proposals before award.

L-7. DISCLOSURE OF DATA

Although the fund has sought to provide accurate and complete information concerning existing and requested travel services, no representations or warranties are made concerning the data disclosed in this solicitation.

L-8. RESTRICTION ON DISCLOSURE AND USE OF DATA

Offerors or quoters who include in their proposal or quotations data that they do not want disclosed to the public for any purpose or used by the Fund except for evaluation purposes, shall

a. Mark the title page with the following legend: "This proposal or quotation includes data that shall not be disclosed in whole or in part - for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror or quoter as a result of - or in connection with the submission of this data, the NAFI shall have the right to duplicate, use or disclose the data to the extent provided in the resulting contract. This restriction does not limit the NAFI's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets _____ (insert numbers or other identification of sheets"; and

b. Mark each sheet of data it wishes to restrict with the following legend: "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

c. Passenger name records (PNRs) and other travel data created in the CRS in performing services under this contract shall be the exclusive property of the Fund. Except as necessary in fulfilling Contractor's responsibilities under the contract, disclosure to outside parties of PNRs, profiles, and/or all related travel information created in and/or stored in the CRS operated by the Contractor is strictly prohibited absent advance written consent of the Navy and the travelers. The Contractor will provide for the security and confidentiality of the names of travelers served hereunder.

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

PART IV, SECTION L

Other than to authorized suppliers, all travel information derived from travelers under this solicitation will be treated as confidential by the Contractor and shall not be disclosed to third parties without the advance written consent of the traveler.

L-9. EXPLANATION TO PROSPECTIVE OFFERORS

Any prospective offeror desiring an explanation or interpretation of the solicitation, specifications, etc., must request it in writing soon enough to allow a reply to reach all prospective offerors before the submission of their offers. Oral explanations of instructions given before the award of the contract will not be binding. Any information given to a prospective offeror concerning a solicitation will be furnished promptly to all other prospective offerors as an amendment of the solicitation, if that information is necessary in submitting offers or if the lack of it would be prejudicial to any other prospective offerors.

L-10. FAILURE TO SUBMIT OFFER

Recipients of this solicitation not responding with an offer should not return this solicitation, unless it specifies otherwise. Instead, they should advise the issuing office by letter or postcard whether they want to receive future solicitations for similar requirements. If a recipient does not submit an offer and does not notify the issuing office that future solicitations are desired, the recipient's name may be removed from the applicable mailing list.

L-11. CONTRACT AWARD - NEGOTIATED PROCUREMENT

a. The Fund will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Fund, cost or price and other factors specified elsewhere in this solicitation, considered.

b. The Fund may (1) reject any or all offers if such action is in the public interest, (2) accept other than the lowest offer, and (3) waive informalities and minor irregularities in offers received.

c. The Fund intends to evaluate proposals and award a contract without discussions with offerors. Therefore, each initial offer should contain the offeror's best terms a cost or price and technical standpoint. However, the Fund reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary.

Continued on next page

APPENDIX L
Enclosure (1)

PART IV, SECTION L

d. A written award or acceptance of offer mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Fund may accept an offer, or part of an offer, as provided above, whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award. Negotiations conducted after receipt of an offer do not constitute a rejection or counteroffer by the Fund.

f. Neither financial data submitted with an offer, nor representations concerning facilities or financing, will form a part of the resulting contract.

g. The Fund may determine that an offer is unacceptable if the fees and prices proposed are materially unbalanced between line items or subline items. An offer is materially unbalanced when it is based on prices which are significantly overstated in relation to cost for other work, and if there is a reasonable doubt that the offer will result in the best value to the Fund.

L-12. RELATIONSHIP OF PARTIES

The Fund and the Contractor are independent contractors as to all services performed pursuant to this contract and neither shall, under any circumstances, be construed to be the other party's agent, and neither party is authorized, expressly or implicitly, to commit the other party to any obligation to third parties, except expressly agreed pursuant to this contract.

L-13. PROPOSAL REQUIREMENTS. Each offeror shall submit the following with the proposal:

- a. Copy of check cashing policy.
- b. Specific procedures and time limits for the resolution of customer complaints.
- c. Detailed quality control (QC) plan that addresses three (3) specific areas of QC:
 - (1) Guaranteed offering of lowest available fares for air, hotel and car;
 - (2) Accuracy and completeness of reservations and travel documentation provided travelers;
 - (3) Customer satisfaction with contractor and vendor services.

Continued on next page

BUPERSINST 7043.1A

PART IV, SECTION L

QC plans should be proactive in all respects to prevent service deficiencies before they inconvenience customers. The plan should address both automated and manual QC procedures proposed for all aspects of service, booking, confirmation, document preparation, customer service and pre/post trip resolution.

d. Organization and staffing chart showing responsible personnel and supervisory chain of command in the local office through the headquarters location of the Contractor.

e. Copy of standard dress code policy.

f. List of preferred vendors which they have established special rates and discounts or vendors which will be used to develop special programs, group tours, sponsorship and promotions. Offerors will include a list of vendors in which they have established over-ride programs.

g. A detailed marketing plan. In addition, plans addressing any special programs, target markets and issues unique to individual installations in this RFP must be described. As part of their proposal; offerors shall present marketing plans addressing goals and strategies. The marketing plan submitted should show projected sales growth for target markets for each year of the contract. The projections should be expressed both as a dollar figure and as a percentage of growth annually. Proposals shall indicate and explain when specific requirements may not be feasible, and offer alternative solutions to increase sales volume through improved services and marketing.

h. A detailed summary of the experience that the company, division, or branch which is to perform the required services has had in contracts of similar nature. List major contracts and include for each:

- (1) Contract number
- (2) Type of contract and dollar amount
- (3) Description of work and end product you produced
- (4) For whom performed and personal point of contact
- (5) Performance period and location
- (6) Conditions of acceptance and user application of product

The above should indicate the company's depth of experience in respect to the proposed services.

Continued on next page

APPENDIX L
Enclosure (1)

PART IV, SECTION L

(c). Include details of the company's organization and in particular the division or branch which is to perform the required services.

(d). Present the Contractor's concept of the Fund's objectives which are to be accomplished under the contract and explain how you plan to achieve them.

i. A design/layout of space, and a projected completion date of occupancy. Interior design, furniture and fixtures will require Fund approval. Offerors should discuss in the proposal any remodeling or renovation that is appropriate for a full service vacation travel office. MWR reserves the right to review Contractor suggestions and accept or decline as appropriate.

L-14. STAFFING PROPOSAL

If offeror proposes a staffing level of less than (1) full-time consultant per \$650,000 of leisure sales volume, reasons and justification should be provided.

L-15. FINANCIAL CAPABILITIES

Offerors must explain in their proposals that they have sufficient financial capacity, working capital, other financial and management resources to perform the contract without assistance from the Navy. Demonstrated financial viability to absorb and service both existing and increased sales volume and services under the solicitation will be evaluated carefully. Offerors whose existing sales volume would increase one hundred percent (100%) or more by this contract must demonstrate the ability to perform without jeopardizing services and goals of the contract.

L-16. SITE VISITS

Each offeror is expected to review and inspect all MWR Vacation Travel locations for a site visit at his or her own expense. Contact:

Input name and number of point of contact

to arrange a site visit.

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

PART IV, SECTION L**L-17. INSPECTION OF SPACE**

Offerors are expected to inspect each site and to satisfy themselves as to all general and local conditions that could affect performance of the contract. In no event will a failure to inspect the site constitute grounds for claim after award of the contract.

L-18. INSPECTIONS

The Contracting Officer, or designated representative, may conduct inspections of the travel offices as considered necessary to ensure strict compliance by the Contractor with all provisions of the contract. Furthermore, designees of the Contracting Officer, including independent third parties, can conduct such inspections for the purpose of service and financial audits pursuant to this contract.

APPENDIX L
Enclosure (1)

SECTION M**EVALUATION FACTORS FOR AWARDS****M-1. General**

The Fund intends to evaluate proposals and award a contract without discussions with offerors (other than discussions conducted for the purpose of minor clarification). However, the Fund reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. Therefore each initial offer should contain the offeror's best terms from a cost or price technical standpoint. One contractor will be selected for award on the basis of their proposal being the most advantageous to the Government, price and other factors considered.

M-2. EVALUATION FACTORS

Proposals received in responses to this solicitation will be evaluated on the basis of their proposal providing best value to the Fund, all factors considered. Each proposal will be evaluated qualitatively in accordance with the evaluation factors set forth in this solicitation. A critical deficiency in any criterion will not be offset by a strength in another, and may result in elimination from competition.

Prospective offers are forewarned that a proposal meeting solicitation requirements with the highest percentage may not be selected if award to a lower percentage share proposal is determined to be most advantageous to the Fund. Strengths and weaknesses of the offeror's proposal and performance risks will be assessed in determining which proposal is most advantageous to the Fund. Past performance problems not addressed by offerors will be considered to be still in existence.

Evaluation factors for this solicitation are listed below in descending order of importance to the Fund. Each of these factors shall be addressed in offeror's proposals. Factor a. is the most significant. Factor b. is less important than factor a., but greater than factor c., and so on.

- a. Concession Fees/prices
- b. Technical expertise
- c. Staffing qualifications and required resources
- d. Past Government and/or leisure travel contract experience
- e. Quality Control Plan

Continued on next page

APPENDIX L
Enclosure (1)

BUPERSINST 7043.1A

SECTION M

Offerors who propose the same percentage concession fee for car rental and hotel commissions as proposed for air/non-air sales will be scored down on concession fee in view of the adverse impact on Fund revenues.

The items in Section M must be prioritized to meet your specific requirements. Think about what other criteria is important to the Fund and add it to this list. You need to "add to" and "delete" from this list in order to meet the Fund's specific needs. What is the Fund's most important criteria? Whatever it is, put the most important first, and add the rest in descending order.

NOTE: It is not necessary to list in Section M the "weight" assigned to each evaluation criteria; however, before you issue the RFP, the Evaluation Team should decide the number of "points" that are going to be assigned to each of the above criteria during evaluation.

APPENDIX L
Enclosure (1)

ATTACHMENT A

PERFORMANCE REQUIREMENTS SUMMARY

(THESE PERFORMANCE EVALUATIONS MUST BE CHANGED TO FIT THE NEEDS OF YOUR SPECIFIC RFP . . . DO NOT SEND THIS FORM OUR UNCHANGED)

Required Service	Standard	Rate	Method
Low cost guarantee	Provide a low cost fare guarantee to all travelers	1234U	Comment Card
Customer Comment	Provide each traveler w/a comment card	1234U	COR
MIS Reports	Submit MIS reports w/i designated time frame	1234U	COR
Welcome Home Post Tour Eval	Provide each non-air client w/Welcome Home Card & Post Tour Eval	1234U	COR Observation
Staffing	Fulfills the 650K per agent/quality service during peak levels	1234U	COR Observation
	Notifies COTR of staffing changes as outlined in contract	1234U	COR
	Experience and knowledge levels of staff meet the requirements needs of the clientele/market	1234U	COR Observation

Continued on next page

ATTACHMENT A

PERFORMANCE REQUIREMENTS SUMMARY (cont)

Required Service	Standard	Rate	Method
Management	Contractor maintains effective management practices	1234U	COR
	Effective internal control procedures have been implemented	1234U	COR
Marketing	Plan is updated quarterly	1234U	COR
	Contractor will pursue co-op advertising/support from vendors	1234U	COR Observation
Product Development	Design a line of specially priced non-air products for this contract	1234U	COR Comparison
	Make available a comprehensive range of non air products to include deluxe, standard, and budget accommodations	1234U	Observation
Customer Service	Contractor shall provide courteous and responsive service	1234U	Observation
	Telephones will be answered within 3 rings	1234U	COR

Continued on next page

ATTACHMENT A

PERFORMANCE REQUIREMENTS SUMMARY (cont)

Required Service	Standard	Rate	Method
Customer Service (cont)	Hold time will not exceed 1 min.	1234U	Observation Comment Card
	In office wait time will not exceed 10 minutes	1234U	Observation
	Call backs will be returned w/i 1 hour	1234U	Observation Comment Card
Response to contract discrepancies	Contractor's response to PRS discrepancies	1234U	COR

Working with the Contractor

Refer to the disputes clause for when the contractor isn't doing what they said they would. Make sure you have everything in the contract. You cannot ask them to do anything that is not in the contract. BE clear.

Resolving Problems

Always try to resolve problems with the contractor first, then go to the Contracting officer who will then work with the contractor in accordance with the disputes clause. If in question always contact a procurement official to find out what can and cannot be done.

ITT CONTRACTED TOURS AND VACATIONS

JOINT SERVICES TRAVEL PROGRAM (JSTP)

Latitudes Travel located at Camp Pendleton acts as the central consolidation agency for travel on behalf of all participating bases. To include negotiations with preferred providers for increased volume commissions, central contracting officer for JSTP services, promotions, advertising, and base offered group sales for packages, cruises, travel insurance and other travel related services.

To join the Joint Services Travel Program or update your ITT Office information, contact Anne Sherwood at Commercial (760) 725-5459 or anne.sherwood@usmc-mccs.org

Contact the Navy ITT Program Manager at cnic_mill_navymwritt@navy.mil to request a copy of the current Joint Services Travel Manual and when the next Joint Services Seminar at Sea Training is scheduled.

LOCAL TOURS

Why re-invent the wheel? The ITT operation should be able to provide central planning for any trip or tour offered on base. Working together with other MWR program managers, such as Youth Center, Outdoor Recreation and Liberty, to provide trip planning services is encouraged.

Vehicle Operator/Driver

Tour managers should be familiar with the State and installation driving regulations as they pertain to bus drivers.

WHEN THE DRIVER IS:	THEN THEY ARE GOVERNED BY THE:
Licensed through the base transportation/public works department.	Base driving regulations.
Driving with a State Commercial Drivers License.	State regulations of that license.
International Licenses	Local Country Regulations

State laws may require that any driver of a bus or van transporting over 12 passengers to possess a CDL license. State law may also require drug testing and physical (Department of Transportation Medical Card), if required. All state law requirements will have to be complied with when driving off base. We do not have a NAF requirement for drug testing, however, if the state law requires it, the activity will need to have the drug test completed through some alternative arrangements.

In the past there has been a lot of confusion on how to handle drivers for busses and vans for local tours. Per the Risk Management Manual, BUPERINST 5890.1, drivers must be MWR Employees or volunteers utilizing a DD 2793 Volunteer Agreement Form for Nonappropriated Fund Instrumentalities for each individual volunteering service to ITT. An example of this form follows and is also available electronically at <http://web1.whs.mil/ICDHOME/DD2500-.htm>.

MWR is usually prohibited from contracting with government employees. MWR employees may NOT be placed under contract to serve as MWR drivers in their off duty hours, however they may follow procedure to be a volunteer driver.

A volunteer is authorized to drive a tour as long as they have completed the appropriate volunteer information form available in the risk management instruction BUPERSINST 5890.1 and they have the appropriate licenses. See following Volunteer Form.

Volunteer Agreement Form Example

VOLUNTEER AGREEMENT FOR			
APPROPRIATED FUND ACTIVITIES		NONAPPROPRIATED FUND INSTRUMENTALITIES	
PRIVACY ACT STATEMENT			
<p>AUTHORITY: Section 1588 of Title 10, U.S. Code, and E.O. 9397.</p> <p>PRINCIPAL PURPOSE(S): To document voluntary services provided by an individual, including the hours of service performed, and to obtain agreement from the volunteer on the conditions for accepting the performance of voluntary service.</p> <p>ROUTINE USE(S): None.</p> <p>DISCLOSURE: Voluntary; however failure to complete the form may result in an inability to accept voluntary services or an inability to document the type of voluntary services and hours performed.</p>			
PART I - GENERAL INFORMATION			
1. TYPED NAME OF VOLUNTEER <i>(Last, First, Middle Initial)</i>		2. SSN	3. DATE OF BIRTH <i>(YYYYMMDD)</i>
4. INSTALLATION		5. ORGANIZATION/UNIT WHERE SERVICE OCCURS	
6. PROGRAM WHERE SERVICE OCCURS		7. ANTICIPATED DAYS OF WEEK	8. ANTICIPATED HOURS
9. DESCRIPTION OF VOLUNTEER SERVICES			
PART II - VOLUNTEER IN APPROPRIATED FUND ACTIVITIES			
<p>10. CERTIFICATION</p> <p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services, tort claims, the Privacy Act, criminal conflicts of interest, and defense of certain suits arising out of legal malpractice. I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services I will be providing.</p>			
a. SIGNATURE OF VOLUNTEER		b. DATE SIGNED <i>(YYYYMMDD)</i>	
11.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>	b. SIGNATURE	c. DATE SIGNED <i>(YYYYMMDD)</i>	
PART III - VOLUNTEER IN NONAPPROPRIATED FUND INSTRUMENTALITIES			
<p>12. CERTIFICATION</p> <p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services and liability for tort claims as specified in 10 U.S.C. Section 1588(d)(2). I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers, and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services that I am offering.</p>			
a. SIGNATURE OF VOLUNTEER		b. DATE SIGNED <i>(YYYYMMDD)</i>	
13.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>	b. SIGNATURE	c. DATE SIGNED <i>(YYYYMMDD)</i>	
PART IV - TO BE COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR			
14. AMOUNT OF VOLUNTEER TIME DONATED		15. SIGNATURE	
a. YEARS <i>(2,087 hours = 1 year)</i>	b. WEEKS	c. DAYS	d. HOURS
17.a. TYPED NAME OF SUPERVISOR <i>(Last, First, Middle Initial)</i>		b. SIGNATURE	
		c. DATE SIGNED <i>(YYYYMMDD)</i>	

DD FORM 2793, FEB 2002

PREVIOUS EDITION IS OBSOLETE.

Reset

Exception to Standard Form 50 granted by
Office of Personnel Management (OPM) waiver.

Volunteers

A volunteer is a person who does not meet the definition of "employee" because they donate services that primarily benefit someone other than the NAFI where volunteer service is performed. Under such circumstances, there is neither an implied nor expressed compensation agreement. Services performed by volunteers include personal services, which, if left unperformed, would not necessitate the assignment of an employee to perform them.

Volunteers shall not be placed in policy-making positions, roles, or situations; supervisory positions, roles or situations over compensated government (NAF or APF) employees; or receive cash awards or compensation (gratuities) for services rendered. It is good business practice to have the driver/escort announce at the beginning of each tour, that tips are not accepted. When advertising trips, mention they are all inclusive of transportation, tips, driver, refreshments and any other services.

Volunteers shall be licensed, privileged, or appropriately credentialed, as would an employee performing the same or similar assigned duties.

Supervisors must supervise volunteers to the same extent as a compensated employee providing similar services; therefore members of the same household shall not act as tour escorts together.

Volunteers are authorized reimbursement for incidental expenses incurred as a result of the services rendered. Reimbursement may be from APFs or NAFs that are authorized for use in support of the MWR program involved. Examples of incidental expenses may include, parking fees and tolls, general admission costs, subsistence, and lodging expenses incurred by the volunteer during the provision of volunteer services. Refer to OPNAVINST 5380.1 and 1710.11C for full volunteer guidelines.

Volunteers will be provided with a clear, written description of the duties and scope of responsibilities to be performed. Volunteer orientation and training is authorized to familiarize volunteers with the organization, their assigned duties, the command's procedures to document the type and number of hours of voluntary services provided, and other relevant matters.

A person providing properly accepted voluntary services to a NAFI shall be considered to be an employee of the Federal Government for worker's compensation only with respect to services that are within the scope of the services so accepted.

To reduce the exposure of liability to MWR, which would exist if an MWR activity were to accept directly the services of a volunteer, all volunteer services must be accepted by the commanding officer on behalf of the Navy. It is the commanding officer who makes the volunteer available to the MWR activity. The following Volunteer Services Agreement example is provided for command use.

Notice of Volunteer Hours Activity Letter Example

Notice of Volunteer Hours Activity Letter Example

Morale, Welfare & Recreation _____
Building 123, Naval Station Anywhere US 12345



Date:

From: (Name), ITT Tours Coordinator, NS Anywhere US
To: (Volunteer's command) Command Volunteer Coordinator

Subj: **NOTICE OF VOLUNTEER HOURS ACTIVITY**

1. The following volunteer project has been coordinated by Naval Station Anywhere, Morale, Welfare and Recreation, Information, Tickets and Travel Office:

Benefiting organization(s): NS Anywhere MWR

Location:

Date:

Duration:


Project Description: was a volunteer driver for NS Anywhere MWR ITT Trip as listed above.

Total Hours:

2. If you have any further questions, please contact me directly at (123) 123-4567 or email at name@navy.mil.

(Name)

Copy:

WHEN:	THEN:
An MWR employee is classified as a driver 	<ul style="list-style-type: none"> • The driver must be classified as a crafts and trades employee, (NA), and therefore receive overtime for any time over 8 hours in a day. • They are paid for time while driving, at a destination, and return. • They must be paid through the entire duration of the trip.
The length of the trip is more than one day, (i.e. the driver needs an overnight stay)	<ul style="list-style-type: none"> • They must be on orders. They will be paid for hours worked. • See OPM for details
A meal is included as a benefit of the group	The driver or tour guide may accept it, but must claim it on their travel claim so double payment of per-diem does not occur.
The driver is NOT on orders	They do NOT get paid for meals, but still may accept a free meal if not solicited and is something that is offered to the general public, (i.e. other bus drivers).
A MWR employee is NOT classified as a driver and is performing driving duties	Driving cannot exceed 20% of the total work schedule (i.e., if you have a full time recreation aide that drives van trips on the weekend, they cannot drive more than 8 hours per week. If they do exceed the 20%, the job description must be rewritten to include driving as a major duty. This may change the classification of the position.)

If a person is driving more than 20%, the position must be rewritten and re-classified.

Meals, tickets to attractions and incidentals for drivers, escorts and volunteers are at the discretion of the local command.

NOTE: The trip escort should be accessible during the trip or event they are hosting.

Driver Hour Documentation

Example 1:

Bus driver Bob drives a ski trip to Killington. He reports at 0400 for a 0500 departure. They drive four hours and arrive on the mountain at 0900. The driver eats lunch at the lodge from 1200-1300. The bus departs at 1700 for arrival home at 2100. The driver cleans the bus for the next trip and clocks out at 2200. The following would apply:

- The driver does NOT need to be on orders because the trip is not over night.
- The driver may NOT accept tips for driving, helping with luggage, or any other part of his job.
- The driver should be accessible in case of emergency.
- The driver should NOT participate in any type of activity that could injure him that would prevent him from performing his driver duties. (that means no skiing)
- The driver does NOT have to deduct any break time or lunch time from his schedule because he is off site and is waiting duties.

Name: Bus Driver Bob Pay Period: 12/10				
Social: 123-45-6789				
Date	In	Out	Reg.	OT/CT
12/15	0400	2200	8	10

Fuel

Fuel may be purchased with Non-appropriated or Appropriate funds if used for recreation activities. This includes tours. (See the helpful hints publication)

- Trip escorts should have either a credit card or cash to purchase fuel.

Vehicles

VEHICLE OPTIONS:	PROS/CONS:
Charter Busses	Expensive to rent Not always available Don't have to fund maintenance
Base owned Busses	Expensive to maintain Depreciation Drivers on payroll or maintain a pool of drivers

WHEN THE BASE:	THEN:
Does NOT own a bus and is considering purchasing one	Contact the Community Support Branch for guidance.
Owns a bus (anything over 9 passenger or needing special licensing)	Ensure there is a SOP and emergency procedures in each of the vehicles.

Items recommended to include in a SOP are:

- Emergency contact numbers for at least 5 MWR supervisors that have the authority to make a decision
- Accident procedures
- Tow truck numbers for any region the vehicle travels in
- A listing of authorized expenses for drivers/guides
- What the no-show policy is; (how long to wait for late patrons, and do you ever leave a patron anywhere)
- How to handle disruptive patron situations
- Bus Pre-checklist and Post Check-list
- Add other bus operating guidelines, such as contract fees

MWR is not the local charter dealer. Provide a listing of the local rental agencies for patrons in need of rental services. Bus services and trips are for authorized patrons and a reasonable number of guests. Guests are those individuals not otherwise eligible to use MWR programs that have been specifically invited and will be accompanied by an authorized MWR patron, such as a friend of active duty person. Authorized patrons must comprise a minimum of 51% trip patrons.

Some bases do special bus rental for squadrons, OMBUDSMAN, and other on base organizations. ITT should have a separate authorized trip SOP as illustrated in the following driver and bus SOP Examples.

ITT Driver SOP Example

1 March 2003

From: ITT Manager
To: ITT Bus Drivers

Subj: **ITT DRIVER STANDARD OPERATING PROCEDURES**

The following information is provided for the drivers of the Information, Ticket and Travel Office.

Bus Check Out. The MWR Bus is located at MWR Maintenance on (location). The bus should be checked out prior to 4 p.m. Monday – Friday, unless otherwise arranged. The keys to the bus are available from the Vehicle Maintenance Supervisor. Upon check out, the bus driver should do a walk around of the vehicle. Inform the Vehicle Maintenance Supervisor at this time of any noticeable damages to the vehicle before leaving the lot. Make sure that the bus has a full tank of diesel to start the tour. Diesel Fuel may be obtained through the MWR Golf Course Maintenance Tanks or Public Works.

Driving Expectations. The ITT Group Travel Coordinator will provide driving directions for each tour. The directions will be in the form of text or map. It is the responsibility of the driver to familiarize with the directions and ask any questions prior to the guests arriving for the tour. For all gas expenditures you must present the tour escort with a receipt of purchase. All meals should be eaten by the driver prior to getting behind the wheel. **No driver will be allowed to eat while driving the bus for safety reasons.** Also, for safety reasons, we kindly ask the driver to face forward with both hands on the wheel at all times while driving and refrain from turning to speak to guests. In addition, drivers will only use a hands-free device cell phone while driving. Driver will have read the SOP prior to trip departure and sign Attachment 1.

Speed Limits and Responsibilities. Due to the safety of the passengers and also the bus speed capacity, drivers **should not drive over posted speed limits.** If a driver violates any state or city laws and is issued a ticket (i.e. speeding ticket, parking ticket or seatbelt violation ticket), it will be the responsibility of the driver to attend traffic court and pay all fines to include all fines and towing fees.

Day of the Tour. Drivers should have the bus in the designated departure site no less than **30 minutes prior** to the established time for all scheduled departures throughout the day of the tour. The bus should be open, and either cooled or heated in preparation for the guests of the trip. Drivers will be given a gas credit card and/or petty cash for the purchase of diesel fuel. Drivers will be responsible for obtaining receipts for these transactions and turning in the receipts to the ITT Tour Representative upon tour end. Drivers will be asked to fill the vehicle up when applicable after dropping passengers off at the designated tour stop. This allows for a seamless experience for the guests of the tour.

ITT Driver SOP Example (Continued)

Perks. The ITT Office is very appreciative of the job that the drivers do. It is our pleasure to absorb the cost of the attraction or tour as a courtesy to the drivers when we are financially able to do this. There are some tours that the ITT Office may not be able to financially afford, or be able to physically accommodate this courtesy. The ITT Manager or Group Travel Coordinator will inform the driver of the tour of any such instances. Drivers will also be given a \$10 stipend for lunch on **select** tours. The ITT Tour Representative will provide this money the day of the tour.

Flexibility. Sometimes last minute changes need to be made due to unforeseen circumstances. The ITT Representative on board the tour acts in behalf of the ITT Manager on all matters. Drivers should feel free to discuss any safety, or personal concerns that should arise while on the tour **privately** with this representative. This is to ensure the complete privacy privilege of the driver and safety of passengers.

Driver's Family and Friends. If space is available, the driver may bring up to **two** guests on the trip with them. Please notify the Group Travel Coordinator to reserve a space for this person as soon as possible, as some trips may fill up quickly. The Group Travel Coordinator will discuss the cost at this time. We ask that any children brought along on the trip be accompanied by another guardian or sponsor in the case that the child became ill and for safety purposes on the bus. It is also understood that the driver not be disturbed while driving.

Emergency Procedures. The ITT Tour Representative will have a full list of emergency phone numbers for tour emergencies. For all bus emergency problems during normal hours call ITT at ###-###-####, during off-hours please contact the following personnel.

ITT Manager (Name)	###-###-#### (cell)
	###-###-#### (home)
	###-###-#### (office) - during working hours
Maintenance Manager, (Name)	###-###-#### (cell)
	###-###-#### (home)
	###-###-#### (office) - during working hours
ITT Group Travel Escort	###-###-#### (cell) – during trip only

The ITT Group Travel Program provides Service Members and their families' quality trips and tours at affordable prices. This program could not be offered without the help of the Military men and women who serve as our bus drivers. Feel free to contact the ITT Manager with any questions regarding the above mentioned procedures.

(Name)
ITT MANGER
(Base)

MWR Vehicle Emergency Procedure

MWR SOP 040

####

25 SEP 06

NS ANYWHERE, MWR DEPARTMENT SOP 040

From: Naval Station, Anywhere, Morale, Welfare and Recreation Director

Subj: MWR VEHICLE EMERGENCY PROCEDURES

Ref: (a) BUPERSINST 1710.11 C
(b) NAVFAC Publication P-300
(c) PWANYWHERE Instruction 11240.1
(d) CNIC Notice 5100 of 05 May 06

Encl: (1) DoD Form 518 (Accident Identification Card)
(2) SF 91 (Motor Vehicle Accident Report)
(3) Emergency Contact Information
(4) Operator's Vehicle Maintenance/Service Checklist
(5) Monthly Inspection and Mileage Record
(6) NS Anywhere Hold Harmless Agreement

1. Objective. Motor vehicles are necessary to accomplish the mission of Morale, Welfare and Recreation (MWR). A vehicle management plan that incorporates inspection, maintenance, and emergency procedures are integral elements in the successful transportation of patrons. This Standard Operating Procedure (SOP) has been developed to aid personnel involved with transportation functions take appropriate action if an unexpected event (mechanical breakdown or accident) occurs.

2. Policy. Transportation procedures are outlined in references (a) through (c). Trip planners and vehicle operators shall be familiar with and execute their responsibilities within the requirements of this SOP.

3. Definitions.

a. Mutual Assistance and Cooperation: It is the responsibility of activity transportation departments to render assistance to other Naval Activities when their equipment experiences breakdown or difficulties while on extended operations.

b. Permissible Operating Distance (POD): It is usually more economical to use the services of commercial carriers for the transportation of personnel and cargo to destinations outside the immediate area of an activity. Reference (b) designated a one-way distance of 100 miles when using government vehicles for freight or personnel movement. This distance shall not be exceeded without written authorization and justification signed by the activity commanding officer or individual assigned signature authority.

c. Vehicle Funding/Procurement: MWR vehicles are obtained either through General Services Administration (GSA) or Non-Appropriated Funding (NAF). Differences are outlined below:

(1) GSA leased vehicles: The vehicle is purchased by GSA and leased through local Public Works (PW) Departments to using activities. Maintenance and repair is managed by PW with using activity funding. The lease agreement provides for roadside assistance for mechanical breakdowns.

Continued on next page

MWR Vehicle Emergency Procedure

(2) NAF purchased vehicles: Vehicles are acquired by MWR and all maintenance, repair and roadside assistance costs are borne by MWR. These vehicles can be identified by the assigned license plate; they have 4XXXXXX series plates.

4. Action. Emergency services are integral part of the facility's transportation plans. No vehicle will leave the installation without a predetermined plan of support for an emergency situation or vehicle breakdown.

a. Transportation Officer. The Facilities Maintenance Manager is designated as the MWR Transportation Officer at NS Anywhere. The site manager in conjunction with the transportation officer may delegate the following duties to efficiently accomplish the following:

(1) Train and monitor motor vehicle operator's inspections.

(2) Collect and maintain vehicle inspection and mileage reports. Inspection records will be maintained for ninety (90) days.

(3) Schedule NAF vehicle periodic maintenance and repairs.

(4) Coordinate GSA vehicles services with PW dispatcher.

(5) Ensure every vehicle in the MWR pool has the appropriate forms to comply with this SOP.

Minimum requirements are enclosures (1) through (6).

Note: No requirements list can be all inclusive. MWR personnel entrusted with motor vehicle or trip responsibilities are expected to exercise sound judgment when unexpected events occur protect the personnel and property.

b. Trip Planning: A key element is planning. When leaving the installation; managers and vehicle operators shall address the following:

(1) Distance and number of patrons, (Within Permissible Operating Distance)

(2) Appropriate vehicle selected (Pool or Charter)

(3) Vehicle inspection and fueling requirements

(4) Route and weather conditions (maps)

(5) Address Emergency Process and alternatives:

(a) Mechanical Breakdown

(b) Vehicle Accident

(c) Emergency care for patrons

(d) Roadside assistance Mutual Assistance and Cooperation Sites in route to the destination (with telephone contact information)

(e) Review trip planning and after action reports from previous trips

(f) Safety equipment

(6) Funding for tolls and gas, minor repairs

(7) Communication:

(a) Trip package with patron information

(b) Telephone numbers for aid/information/emergencies. Generic telephone numbers are provided in enclosure (3); these numbers should be updated before every trip to ensure

c. Vehicle Operators:

(1) No individual shall operate a motor vehicle without a current and proper driver's license for the type of vehicle used. Special equipment may require special licenses (heavy equipment, chauffer's licenses, etc)

(2) Activities which distract the driver shall be restricted. The use of a hand-held cellular phone in a moving vehicle is prohibited on base. Refer to reference (d) for additional guidance.

Continued on next page

MWR Vehicle Emergency Procedure

(3) Personnel are expected to report to work Fit for Duty. Alcohol will not be consumed on duty. It is the employee's responsibility when using prescribed medication to ensure they do not impair the ability to perform their assigned duties.

(4) Illegal drug use while operating a motor vehicle operation will not be tolerated. Appropriate disciplinary action will be taken with violators.

(5) Prior to every use or change of driver, the vehicle shall be inspected in accordance with enclosure (4) and the results recorded on enclosure (5). No vehicle will be operated with known safety violations.

Note: Vehicle operators may require drug testing in the event of a vehicle accident.

d. MWR Trip Representatives are responsible for patron safety, protection of government equipment and ensure a successful trip is accomplished. They need to be prepared for mechanical difficulty or other unexpected events, as such they shall:

(1) Ensure the safety of patrons

(a) Staff and volunteer tour escorts should complete a certified course in first aid or CPR.

(b) Escorts must be aware of any special needs of patrons prior to departing. Enclosure (6) shall be completed by all non-MWR employees.

(2) Take steps to ensure equipment safety and preclude further damage. If towing is required; obtain contact information from the towing organization.

(3) Notify appropriate personnel of the problem, required assistance and corrective action initiated.

5. Responsibility. The Transportation Officer shall review and update this instruction on an annual basis.

(Signature)

Copy to:

MWR Facility Managers

MWR Vehicle Operators

ITT Bus Contract Example



ITT Bus Contract Example
 Information, Tickets and Travel
 Address
 Naval Air Station City, State Zip
 Telephone / Fax



Tour Bus Contract

Contract Date:	_____	Contract Number:	_____
Name of Party:	_____		
Organization:	_____		
Mailing Address:	_____		
Home Phone:	_____	Work Phone:	_____
Fax Phone:	_____		

This contract is entered into as of the effective date set forth above, by and between Information, Tickets and Travel (ITT), (Base Location) and the party listed above. ITT, as an instrumentality of the U.S. Government, contracts tour/trip charter service to be provided per BUPERINST1710.11C. Per this instruction, the use of MWR/NAF vehicles shall not be used to transport non-Navy affiliated individuals, organizations or groups.

The signing party verifies that at least 50 percent of charter/tour participants are authorized MWR patrons. This contract sets forth the entire agreement between the chartering party and the ITT Department. Modifications to this contract shall be made in writing and signed by both parties.

Bus charters will be on a reservations basis only. The individual party chartering the bus must pay a deposit of \$150.00 for each one-day trip and \$200.00 for each charter for two or more days. The deposit must be paid in full for the trip to be scheduled. The deposit will NOT be refundable for any reason with the only exception being cancellation of the trip by the ITT Staff or Division Manager due to mechanical failure of the bus or unavailability of a qualified driver or substitute charter.

The party contracting the charter shall be responsible for any additional costs of contacting and contracting an outside charter in the event that the ITT bus experiences mechanical failure or in the event a qualified driver is not available. An outside charter will only be contacted by ITT if the party contracting the charter requests the service and agrees to the cost.

As an instrumentality of the U.S. Government, (Base) (nor ITT) is not responsible for personal loss or bodily injury to participants, and may not be held liable for commercial tour obligations, accidents, delays and losses. Refunds shall be in accordance with the policy established in (Base)INST (###). Overnight charters are requested to pay for the bus drivers lodging and per diem during the time of the charter. The balance of the trip is due 5 working days prior to the date of the trip unless prior arrangements have been made with the ITT Staff.

ITT Bus Contract Example (Continued)



ITT Bus Contract Example (Continued)

Trip Itinerary

☐ 54 Passenger Bus* ☐ 32 Passenger Bus (29 with luggage) ☐ 14 Passenger Van

*Refundable deposit of \$350 for damaged or stained bus interior is required for the 54-passenger bus. Deposit will be refunded upon post-inspection of interior with positive results.

Trip Destination: _____
 Departure From: _____ Date: _____ Time: _____
 Return To: _____ Date: _____ Time: _____

Total Amount Due	Required Deposit	Due as soon as possible to hold date \$150	Balance Of: Due By:	\$
\$ _____	_____	_____	_____	_____

Signature of ITT Representative _____ Date: _____

Signature of Chartering Party _____ Date: _____